



Specialized Industrial & Management Systems Co. (W.L.L.)

Business Advisory Services Catalog

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Service Code: S1 - Organizational Diagnosis

Objective

SIMS provides leading-edge organizational assessment diagnostics so that organizations, and the Top Management, can rapidly identify the complex internal factors that will make or break strategic change, innovation and performance excellence.

Methodology

Our services range from the provision of awareness tools, such as the **Culture Snapshot**, to descriptive reports such as the **Organizational "MRI"** to find issues or 'hot spots' that are negatively affecting your organization's health

- Phase 1 : Understanding of organizational Issues
- Phase 2 : Review of exiting system / documents
- Phase 3 : Interview with key positions
- Phase 4 : Data Analysis
- Phase 5 : MRI Recommendation

Duration

Depending upon type and size of client business, Organizational Diagnosis takes 1 week to 4 weeks for complete study.

Deliverables

Complete Diagnostic Report



Service Code: S2 – Management System Trainings

Objective

To train and educate all level of staff on Management Systems as per client request.

Methodology

SIMS offers different levels of trainings (Awareness & Understanding) for followings:

Types of Management Systems Trainings

- Human Resource Management System (HRMS)
- TQM/TPM/KAIZEN/JIT/KAIZEN/5S/SPC/FMEA/APQP
- Sales & Marketing Management System
- Financial Management System
- Leadership Qualities
- Production Planning & Control (PPC)
- Quality Management System (QMS /ISO 9000)
- Environment Management System (EMS/ISO 14000)
- Occupational Health & Safety (OHSAS 18001)
- IT Service Management System (ITSM /ISO 20000)
- Food Safety Management System (FSMS/ISO 22000)
- Information Security Management System (ISMS /ISO 27000)
- Laboratory Management System (ISO 17025 /ISO 15189)
- Supply Chain Security Management System (ISO 28000)
- Oil & Gas Sector QMS (ISO 29001)
- Project Management System (ISO 10006)
- Customer Satisfaction, Complaints System (ISO 10002)

Duration

Varies from 1/2 days to 5 days as per body of knowledge.

Deliverables

Course Material; Training Certificate

Service Code: S3 – Professional Certification Trainings

Objective

To train and educate all level of staff on professional Certification per client request.

Methodology

SIMS Tutors ensures all Body of Knowledge (BOK) is covered as per the requirement from the professional certification body.

Types of Professional Certification Courses

- Certified Project Management Professional (PMI- PMP)
- Certified Six Sigma Green Belt (ASQ)
- Certified Six Sigma Black Belt (ASQ - CSSBB)
- Certified Quality Manager (ASQ)
- Certified Management Accountant (CMA)
- Certified Internal Auditor (IRCA)
- Certified Lead Auditor (IRCA)

Duration

Course depends upon the requirements from the professional body.

Deliverables

Course Material; Training Certificate



Service Code: S4 – Soft skills Trainings

Objective

SIMS soft skills trainings focus on elements of Training and Development that require changes in behavior and thinking. SIMS soft skills courses encompass a wide range of skills that most organizations find an integral and necessary part of everyday business.

Methodology

SIMS offers different types of soft skills courses as per client request.

Types of Soft Skills

- Communication Skills
- Sales Techniques
- Time Management
- Team Building
- Stress Management
- Personal Effectiveness
- Problem Solving / Conflict Resolution
- Presentation Skills
- Motivational trainings

Duration

Varies from 1/2 days to 5 days as per body of knowledge.

Deliverables

Course Material; Training Certificate



Service Code: S5 – Management System Consultancy

Objective

To design and develop effective and efficient Management for client

Methodology

SIMS offers consultancy for following types of Management System

Types of Management Systems

- Financial Management System
(Policies & Procedures / Authority Matrix / Business Planning)
- Sales & Marketing Management system
(Business Plan / Marketing Feasibility)
- Six Sigma Certification for Organization
- TQM/TPM/KAIZEN/JIT/KAIZEN/5S

Types of Management Systems

- Quality Management System (QMS /ISO 9000)
- Environment Management System (EMS/ISO 14000)
- Occupational Health & Safety (OHSAS 18001)
- IT Service Management System (ITSM /ISO 20000)
- Food Safety Management System (FSMS/ISO 22000)
- Information Security Management System (ISMS /ISO 27000)
- Laboratory Management System (ISO 17025 /ISO 15189)
- Project Management System (ISO 10006)
- Customer Satisfaction, Complaints System (ISO 10002)
- Supply Chain Security Management System (ISO 28000)
- Oil & Gas Sector QMS (ISO 29001)

Duration

Varies depending upon size & type of business

Deliverables

System Documentation



Service Code: S6 – Human Resource System Consultancy

Objective

To design and develop effective and efficient Human Resource Management System for client

Methodology

SIMS offers consultancy for following types of HR System

Types of HR services

- Job Analysis
- Job Description
- Job Grading
- Salary Structure
- Performance Management
- Training Need Analysis / Plan / Calendar
- Training Evaluation
- Career Development
- HR Policies and Procedures

Duration

Varies depending upon size & type of business

Deliverables

System Documentation



Service Code: S7 – Management System Auditing

Objective

To ensure compliance with audit criteria

Methodology

SIMS believes auditing is a value adding process and offers second party / third party audits for following criteria.

Auditing Criteria

- Human Resource Management System
- Financial Management System
- Sales & Marketing Management system
- Six Sigma for organization

Auditing Criteria

- Quality Management System (QMS /ISO 9000)
- Environment Management System (EMS/ISO 14000)
- Occupational Health & Safety (OHSAS 18001)
- IT Service Management System (ITSM /ISO 20000)
- Food Safety Management System (FSMS/ISO 22000)
- Information Security Management System (ISMS /ISO 27000)
- Laboratory Management System (ISO 17025 /ISO 15189)
- Project Management System (ISO 10006)
- Customer Satisfaction, Complaints System (ISO 10002)
- Supply Chain Security Management System (ISO 28000)
- Oil & Gas Sector QMS (ISO 29001)
- Six Sigma for Organization

Duration

Varies depending upon size & type of business

Deliverables

Audit Findings Report; Service Quality Analysis Report

Service Code: S8 - Risk Assessment

Objective

Risk assessment is the determination of quantitative or qualitative value of risk related to a concrete situation and a recognized threat .

Methodology

SIMS offers following types Risk Assessments:

Assessment Types

- IT Vulnerability Assessment
- IT Penetration Testing
- Business Impact Analysis (Business Continuity)
- Information Security Assessment

Duration

Varies depending upon size & type of business

Deliverables

Assessment Report

Assessment Types

- Food Safety Hazard Analysis
- Occupational Safety Hazard Analysis
- Environment Aspect Impact Analysis
- Ship Security Assessment (ISPS Code)
- Process Failure Mode Effect Analysis (P-FMEA)
- Design Failure Mode Effect Analysis (D-FMEA)

Service Code: S9 – Feasibility Study

Objective

Feasibility studies are preliminary investigations into the potential benefits associated with undertaking a specific activity or project. The main purpose of the feasibility study is to consider all factors associated with the project, and determine if the investment of time and other resources will yield a desirable result.

Methodology

SIMS offers following types Feasibility Studies:

Market Feasibility

- Products specification and major market consumption sectors
- Local market demand and supplies
- Targeted production capacity
- Suggested selling prices of the new products
- Forecasted market demands for 5 years
- Anticipated marketing plan and strategy

Technical Feasibility

- List of machines and equipment's needed for operation including
- Requirements and cost criteria of operation
- Estimated raw material needed for operation
- Review Layout of the production lines.

Financial Feasibility

- Project fixed assets
- Pre-operation expenses
- Estimate of the working capital.
- Depreciation cost
- Fixed operating costs and variable operating cost.
- Project financing (if any) and share holder's criteria.
- Total investment of the project.
- Operation sales revenue.
- Project net profit.
- Project breaks even points and payback period.
- Net profit and Cash flow statement for 5 years
- Net present values (N.P.V.) and internal rate of return (I.R.R.).

Duration

Varies depending upon size & type of business

Deliverables

Feasibility Study Report

Service Code: S10 – Service Quality Auditing

Objective

To evaluate your (Client's) service from customer perspective. SIMS quality testing services allow you to measure areas that matters the most of your customers.

Methodology

SIMS Mystery Shopping program is one the Service Quality Auditing. We will work with you to develop a highly detailed shopping program that allows you to measure areas that matter the most to your customers.

Our shoppers then go out to your locations and make sure all topics covered in the mystery shop are reviewed and documented. We go the extra mile to make additional observations and comments that will help you improve the service levels as a result of your mystery shopping program.

After the shopper's report is complete, it is personally reviewed by one of our senior managers for completeness and accuracy. This "human touch" is just another part of our quality control process

Once the shop has been reviewed, we complete the reporting process and rush the report to you. As with all our services, reporting is available via our secure web site, fax, E-mail or in "hard copy" form.

Duration

Varies depending upon size & type of business

Deliverables

Service Quality Report