How To Build the Capacity of Engineering Firms to enhance its competiveness

By Eng. Hanan Badi Awwad

The ROADMAP

 OUR OBJECTIVE IS to promote quality, excellence and competitiveness standards in the Engineering sector to enhance their competitiveness globally through best practices.

EXCELLENCE, STRATEGIC PLANNING, & IMS



من الضروري للمكتب الهندسي ان يطبق أفضل الممارسات العالمية فيما يتعلق بالمنظومة الإدارية وتشمل ممارسات

الجودة، الصحة والسلامة المهنية، والبيئة وذلك لزيادة فرص العمل حيث أنها أصبحت من متطلبات التأهيل مما ينعكس إيجابا على

- المنافسة الداخلية بالأردن
- ■المنافسة الخارجية ومتطلبات التأهيل

التخطيط الاستراتيجي، التميز، ونظام الإدارة المتكامل

الاد ارةالمالية Financial Management Strategic planning Integrated management System

تطوير الأعمال

Business development

اد ارة الموارد البشرية Tools
For best practices &
IT infrastructure

Organizational development

- Strategies
- Business development
- Integrated management system
- Human resources and talent management
- Financial management
- IT infrastructure
- Excellence model

Strategic planning





STRATEGIC DIRECTIONS

STRATEGIC OBJECTIVES

STRATEGIC & BUSINESS
PLANS, POLICES,
PROCEDURES ...

BEST PRACTICES,
INTERNATIONAL STANDARDS,
& AWARDS

•ACHIEVE TARGETS &
INCREASE PROFIT,
•ENHANCE PERFORMANCE,
•AND REDUCE RISK

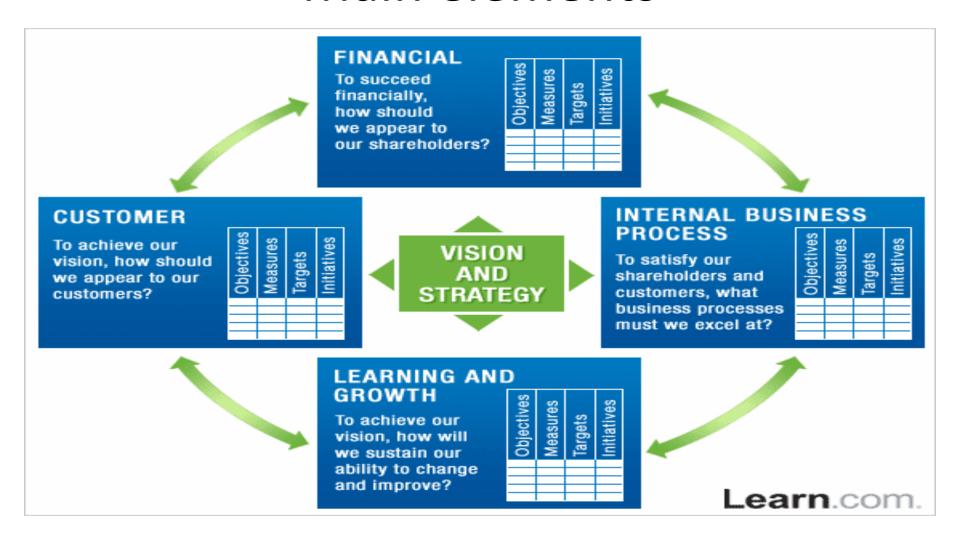


Components of Strategic Planning

عناصر التخطيط الاستيراتيجي



Main elements



VISION

الرؤية



The ability to think about or plan the future with imagination or wisdom.

THE ORGANIZATION PROMISE



Mission



 all mission statements will broadly describe an organization's present capabilities, customer focus, activities, core purpose and business type,"

What are



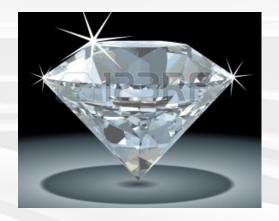
TO ADAPT VALUES



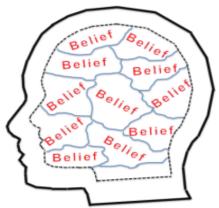
CREDIBILITY المصداقية



Transparency الشفافية



Integrity النزاهة



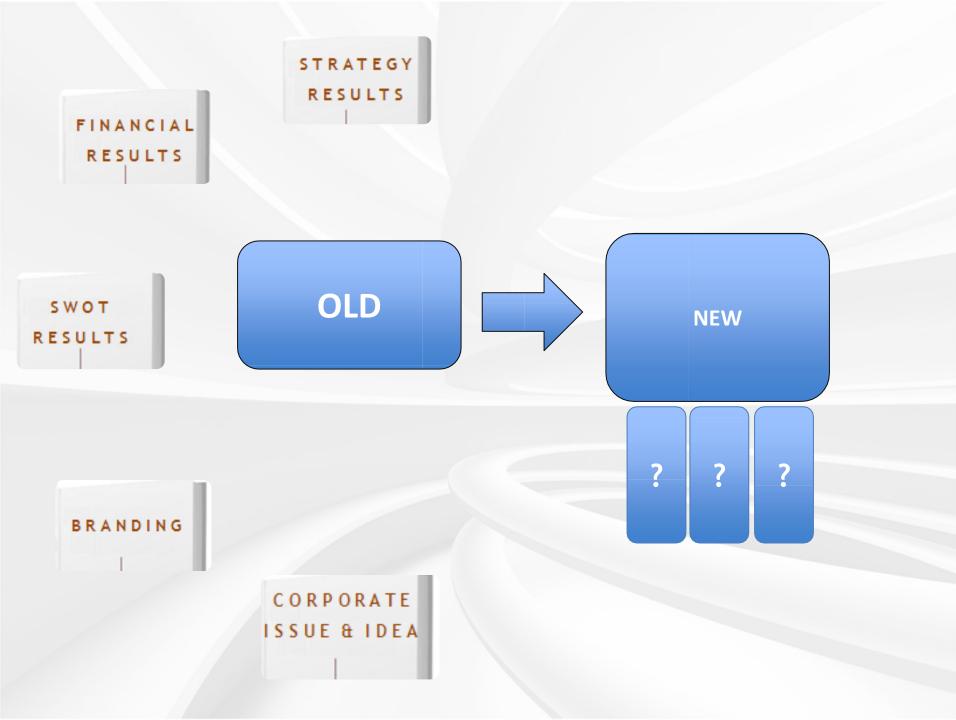
A set of beliefs that influence the way people and groups behave



•The "soul" of the company



 A social psychology that can support or overcome individual psychology





ANALYSIS OF •

INTERNAL & EXTERNAL ENVIRONMENT

يتم عرض نتائج جلسات SWOT التي تتم مع جميع موظفين الشركة حيث يتم وضع آرائهم ومقترحاتهم وعرضها في الخلوة الإدارية

NEXT STEPS;

- ■Conduct focused sessions with concerned & related parties to review & discuss SWOT results.
- ■Determine the importance of each point, responsibilities, and proposed solutions & actions.
- •Actions required SHOULD be distributed to concerned owners & incorporated in the departmental NEXT business (action) plans and CC consolidated plan.
- •SWOT Results shall be taken as input for strategic plan review process to have new >>>>>>>strategic plan.

STRATEGIC PLANNING RETREAT MAIN ISSUES & OBJECTIVES



EFFECTIVE TEAM WORK

Every strategic retreat should have a theme

Categorize the results of the work groups Conduct further meeting to discuss & approve on implementation plans

Strategies

- Business planning
- Each functional department should have a business plan
- Revision twice a year
- kPIs and Targets

Integrated management system

- Quality management ISO 9001
- Environment 14001
- Health and safety 18001
- Other related systems

OPERATION & PROCEDURES ARE STRUCTURED & IMPLEMENTED BASED ON BEST PRACTICES





CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

Consolidated Consultants for Engineering & Environment Amman Jordan

has been approved by Lloyd's Register Quality Assurance to the following Quality Management System Standards:

BS EN ISO 9001:2008 EN ISO 9001:2008 ISO 9001:2008

The Quality Management System is applicable to:

Provision of Architectural & Engineering Consultancy Services and Design in the following fields:

- Architectural, Structural, Electrical, and Mechanical
- Roads, Bridges, Transportation and Traffic
- Water and Environment
- Engineering Feasibility Studies
- Construction Management and Supervision Services

Certificate No: MEA2105055

Original Approval: 24 December 2002

Current Certificate: 23 December 2011

Certificate Expiry: 23 December 2014

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Amman Jordan

has been approved by Lloyd's Register Quality Assurance to the following standard:

OHSAS 18001:2007

The Occupational Health & Safety Management System is applicable to:

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- Architectural, Structural, Electrical, and Mechanical
- Roads, Bridges, Transportation and Traffic
- Water and Environment
- Hydrological Analyses and Hydraulic Structures
 Information Communication Technology
- Engineering Feasibility Studies
- Construction Management and Supervision Services

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شهادة نظام إدارة الجودة

شهادة نظام إدارة السلامة والصحة المهنية

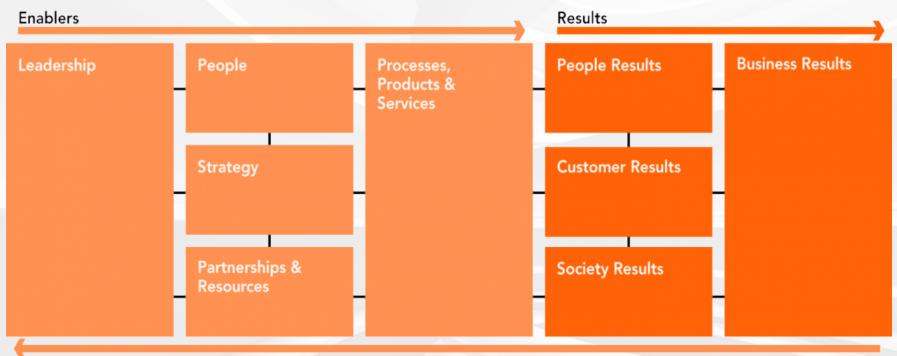
شهادة نظام إدارة البيئة

The Journey to Excellence



EFQM MODEL

(the European Foundation for Quality Management)



©EFQM 2012

Learning, Creativity and Innovation

BUSINESS DEVELOPMENT



Functions

Business development

- Marketing strategy
- Business development intelligence
- Corporate identity and branding
- Media and communication
- Opportunities & proposals process

Opportunities & proposals process

- Identify related opportunities
- Coordination to prepare proposal based on the requirements of the TOR
- Follow up results
- Data bank
- Analysis reports

Marketing



إطلاق الهوية المؤسسية وكيفية ربطها بالهيكل التنظيمي والتشغيلي للشركة.

Organizational & Corporate Set-up

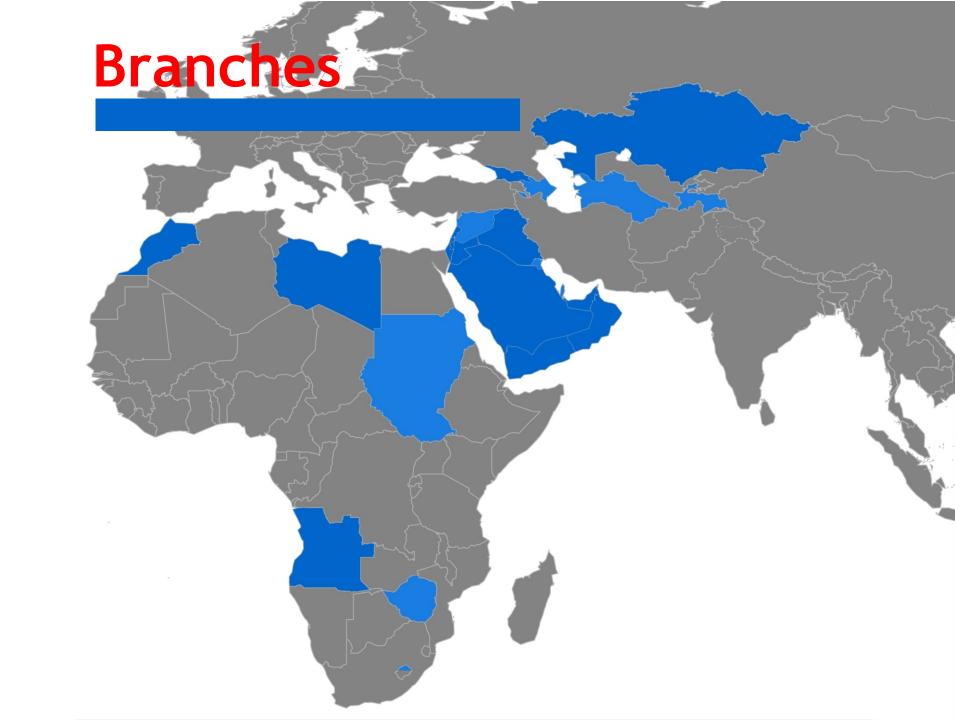
- •Study the options of modifying the organization structure
- •Define a scope of work for the organizational development
- shared management center

Branding

- Brand Assessment ✓
- Brand Strategy ✓
- Brand Identity ✓
- Website Development ✓
- Social Media ✓
- Stationeries ✓
- Training & Awareness ✓

BUSINESS DEVELOPMENT .

BRANCHES' PERFORMANCE





Business plans KPIs

- Financial planning business planning
- Cash projection reports
- Invoicing
- Receivables
- Banks policies
- Financial systems
- Procurement & inventory procedures

business plans (FINANCIAL)

Avg. Profit / Employee

ACTUAL FINANCIAL RESULTS						
CORPORATE FINANCIAL KPIS						
Gross Revenue						
Total Revenue						
Net Revenue						
Net Profit						

EXPECTED targets - **NET PROFIT**

NET PROFIT = Net Revenue - Total Expenses					
Business units	Next year TARGET				
SUM					

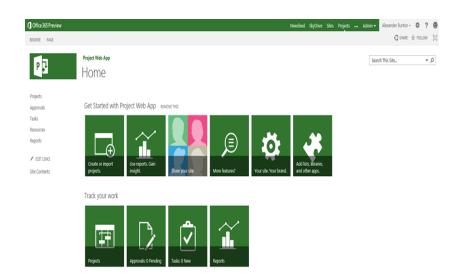
Tools for project management & IT INFRASTRUCTURE

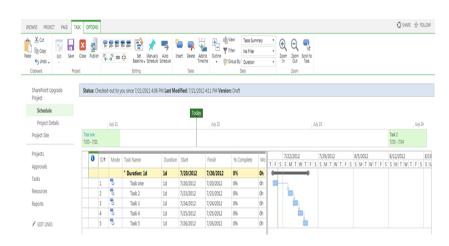


Where I will get the information for Projects?

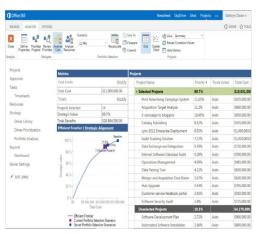
- How many projects, Proposal & Programs are running in the organization?
- What is total budgeted for project for this year/ quarter?
- Where I can find Real time project performance visibility against project baselines and forecasts?
- How much has been consumed till now and how much value has been realized till now?
- I want to see the up to date status of projects department wise, region wise,
- Which are the project where I need to pay special attention? High Risk, Bleeding projects..
- What is the availability & utilization for the resources?
- Where putting more funds & recourses will bring the results faster?
- What are the key business drivers for selecting any project?
- Where I can upload project documents, risks & issues to comply with Project Management processes?

EPM Benefits





PM tool: BUSINESS VALUE



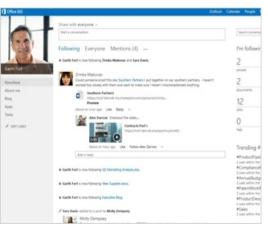
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Financial

Management



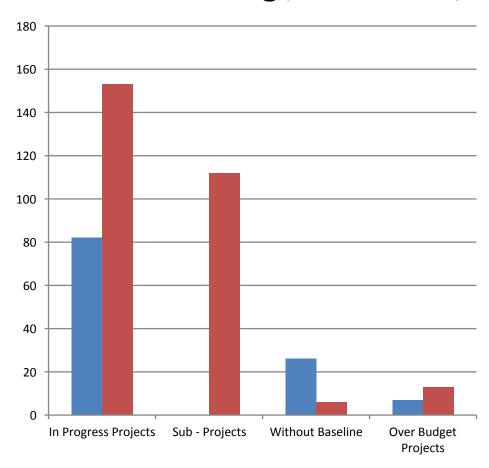
Resource Management Project Management



Enterprise reporting

Project Management

Execute full Project management life cycle (initiation, Planning, Execution, Monitoring & Closing)



Resource Management

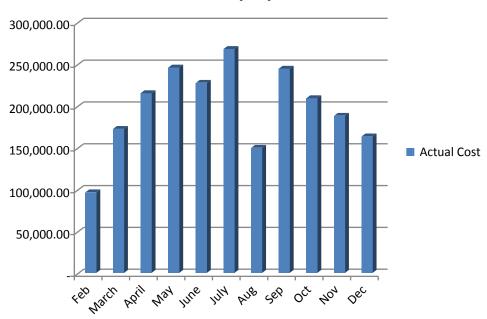
Employees are the most valuable asset and the biggest cost, PM tool Provide Flexible Resource Management reporting



Financial Management

Adopt financial processes and effectively track cost performance to ensure delivery within budget

Actual Cost (JD) / Month



Enterprise Reporting

Centralize time capture, automate task management, which will increase the accuracy of project forecasting

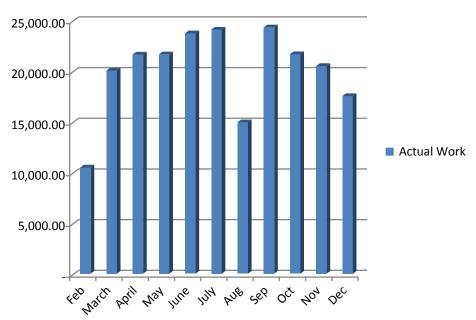
roject Name			Project No	KPI	Project Budget	Actual Cost
XXXXXX			2491	•	34,194.56	37,219.20
Expense	Budget	Actual				
Labor		36,925.50				
Expenses Mail		0.00				
Guarantees		0.00				
Communication		0.00				
Consulting		0.00				
Overtime		0.00				
Stationery		0.00				
Tax		0.00				
Travel		0.00				
Transportation		293.70				
Salaries		0				
Cars		0				
Maintenance		0				
Projects maintenance		0				
Projects materials		0				
Projects rents		0				
Projects insurance		0				

- 1- Cost Report
- 2- Idle Time report
- 3- Resource assignment reports
- 4- Resource availability report

Time Management

Centralize time capture, automate task management, which will increase the accuracy of project forecasting

Actual Work (hr) / Month



HUMAN RESOURCES and talent management



Main polices& procedures

- Recruitment : procedures ,Orientation ,HR booklet
- Performance management & Competency models
- Training and building capacities
- Succession planning
- Exit strategies





SUCCESSION PLANNING .

الإحلال الوظيفي وأهميته على جميع المحاور مناقشة Successors - 2nd line وكيفية اختيارهم وتطويرهم.

- ■Prepare Succession Planning Guide & distribute it among related parties
- ■Conduct a meeting with the related parties to define the implementation actions & requirements
- Implement succession planning & monitor progress



YOUNG PROFESSIONALS preparation methods

YOUNG PROFESSIONALS The Young Professionals should present a logical, attainable, and visionary path towards achieving their aspirations and goals in the organization

- •Study & analyze already prepared initiatives, documents, & projects
- Prepare action plans for the proposed ideas
- •Maintain constant coordination and cooperation between the Young Professionals to achieve assigned strategic goals.
- •Planning dept. should conduct awareness sessions for the young professionals on strategic and business planning

THANK YOU