

BERISHA CONSULTING

Business Management Consulting

Performance • Cost Optimisation • Operational Excellence

PROFESSIONAL SERVICE PROPOSAL FOR BUSINESS MANAGEMENT CONSULTING

1. Overview

Berisha Consulting provides practical consulting for companies aiming to improve performance, optimise costs, increase productivity, and create a more measurable and efficient management structure. Our approach focuses on identifying problems, setting measurable objectives, and turning recommendations into concrete actions.

2. Our Methodology — MAP Framework

M — Monitor: We assess the company's current situation: organisational structure, processes, costs, performance, resources, and decision-making approach.

A — Analyse: We analyse data, KPIs, productivity, costs, processes, and departmental performance to identify the root causes of problems and opportunities for improvement.

P — Perform: We develop and support the implementation of the improvement plan, KPIs, Balanced Scorecard, optimisation measures, and a results monitoring system.

3. Core Services

- Strategy and business planning
- Business Performance Management
- Cost optimisation and control
- Process improvement and standardisation
- Organisational structuring and restructuring
- KPI Design & Performance Dashboard
- Balanced Scorecard
- Productivity and operational efficiency improvement
- Departmental performance analysis
- Support for management and executives
- Management training and development
- Improvement plans and periodic monitoring

4. KPI & Balanced Scorecard

For each client, we develop a KPI system directly linked to business objectives. Every KPI is defined with baseline, target, owner, measurement frequency, and corrective action. KPIs can be organised across the four Balanced Scorecard perspectives: Financial, Customer, Internal Processes, and Learning/Organisation.

5. What the client receives

- Business assessment and diagnostic report
- Identification of key problems and priorities
- Structured action plan
- Company and/or departmental KPIs
- Balanced Scorecard

- Performance Dashboard
- Recommendations for cost and process optimisation
- Monitoring plan and periodic review
- Progress report and corrective measures

6. Target Industries

Services can be tailored to industry characteristics, with particular focus on:

- Construction and project companies
- Retail and distribution
- ICT and technology companies
- SMEs and growth-stage companies
- Companies seeking operational optimisation

7. Engagement Model

The engagement can be structured as a one-time project, a 3–6 month programme, or ongoing consulting with monthly monitoring. Scope, duration, deliverables, and fees are determined after an initial meeting and assessment of the client's needs.

8. Value for the client

The goal is not only to identify problems, but to create a management system that helps leaders measure performance, make data-driven decisions, and track results continuously.

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