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Strategy Audit

Who:	A telecommunications regulatory authority in the Middle East.
Critical Issue:	Required a current state assessment and gap analysis (strengths and areas for improvement) of their strategies.
Reasons:	The authority wanted to go beyond TQM and reengineering and create a new alignment approach that linked their strategy with employee objectives, customer needs and continuous improvement of operational processes and procedures
Capabilities Required:	The authority wanted to be better focused on the critical elements of organisational leadership. They wanted to understand their strengths and areas for improvement to ensure consistency of their vision, strategies, management systems, performance and reward mechanisms.
What I provided:	I audited their strategies and organisational design and provided a clear framework for improving the way they aligned and linked the crucial elements that build and sustain organisational success. I provided feedback, tools and suggested benchmarked measures for evaluating critical competencies to get the authority on a best practice track.
Results:	Each employee can relate his or her activities to the vision and strategic objectives of the authority.
Benefits:	The authority is now aligning key elements of its business - strategies, leadership, customers, employees and processes - to obtain measurable results, chief among them, sustained growth, loyal customers and a high performing workforce.