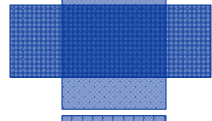


	<p>Working together with our customers to develop their competitive advantage ... ...in Partnership</p>	<p><b>QNET – Process &amp; Business Consulting</b></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">QNET Strategic Solutions © 2005</p>		

## Who We Are ...

<p>QNET Strategic Solutions © 2005</p>		<p><b>QNET</b> is a premier provider of innovative human resources and strategic business solutions to private sector and government owned organizations. It offers a full spectrum of portable services designed by human resource experts to support its clients' human resources, organizational development and recruiting needs. These services are tailored to your unique industry environments and business requirements.</p> <p>Since its inception in 1992, <b>QNET</b> has provided business solutions to many industries – such as - Retail, Banking, Financial Services, Healthcare, Telecommunication, Education, Logistics &amp; Technology.</p>
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## Who We Are ...



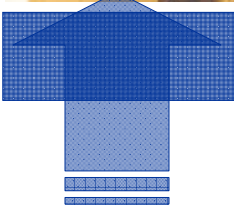
**QNET** is the HR solutions provider for the largest commercial bank in Sri Lanka – **Hatton National Bank Limited** with 4,200 employees and about 200 branches and departments.

Furthermore, **QNET** is providing consultancy services to the insurance sector of Sri Lanka in Assessment, Evaluation & Measurement of human performance by focusing on programs, policies, personnel, and processes that are vital to business success.

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## Our Management Experience ...



The Management Consultancy team of **QNET** comprising of resource management personnel has over 30 years of experience in the field of HR.

The Professional qualifications of the management include Business Administration Membership of the Institute of Professional Managers (UK), Institute of Personnel Management, General Management and Marketing, and are conversant with a full range of HR issues; including resourcing, rewards and training etc. Our proven track record of introducing quality management systems and performance measures will be complimented by an insight into the business issues facing the contracting market-place. What's more – we provide future solutions TODAY!

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## Our Working Approach ...



- Customised solutions and tailored methodologies developed to meet customer needs
- Project teams constructed to ensure assignment value addition
- Maximising customer's knowledge to ensure their success
- Integrated customer involvement throughout the project to ensure know-how transfer and lasting results

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## We Ensure ...



- Focus and Discipline
- Clarity
- Pace
- Structure & Method
- Appropriate use of Tools

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## Our Areas of Competence ...

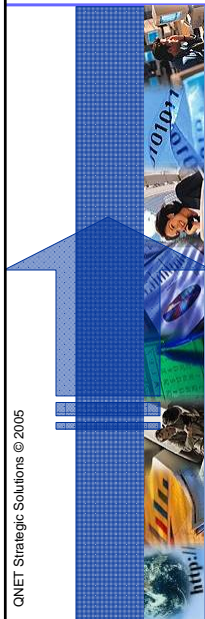


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- Business Diagnostics & Performance Assessment / Management
- Project Support & Facilitation
- Business Process Optimisation
- Manufacturing Improvement
- Supply Chain Improvement and Optimisation
- Organisation and Competency Development



## Business Diagnostics & Performance Assessment ...



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- Competency Profiling
- Manufacturing Performance Assessment (MPA)
- Supply Chain Assessment
- Innovation Assessment
- Benchmarking Studies
- Business Excellence Modelling
- Change and Culture Assessment
- Process and Practices Assessment



## Project Support & Facilitation ...

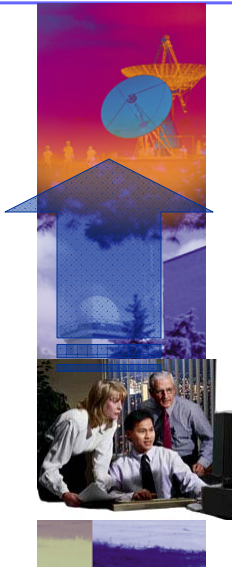


- Project Team Support & Facilitation
- Facilitator Development & Support
- Leadership Development, Mentoring, & Coaching
- Project Management
- New Product Introduction

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## Business Process Optimisation ...

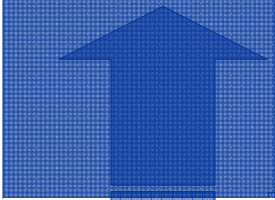


- Balanced measurement of performance and the application of appropriate improvement strategies
- Characteristics of the Service / Manufacturing Process
- Integrating management of performance
- Process of improvement
- Balancing service / manufacturing and asset performance

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## Manufacturing Improvement ...

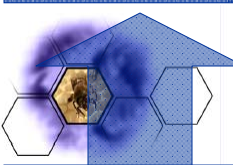


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- Strategy development
- Manufacturing and technology advice
- OEE (Overall Equipment Effectiveness) Improvement
- Lead time reduction
- Process variability improvement
- Reliability improvement
- Improvement of tools and techniques
- Implementation support



## Supply Chain Improvement and Optimisation ...



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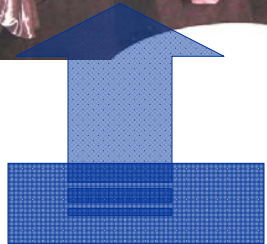
- Supply chain strategy mapping and assessment
- Modelling and simulation of supply chain processes
- Forecasting and demand studies
- Knowledge / advice on application of systems
- Supplier relationships
- Logistics re-engineering
- Education and training
- Implementation support



## Organisation and Competency Development ...



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- Executive workshop / mentoring
- Management / visioning workshops
- Organisational development and redesign
- Team and individual development programmes
- Stimulating / building commitments for change
- Management Control and Reporting Systems (MCRS)
- Business needs analysis
- Education and training



## Training in Management Tools and Techniques ...

Based on our extensive experience in the theory and practice of business management, we can provide focused, practical training interventions for all levels of management within your organisation, from first line managers to company directors.

Topics include -

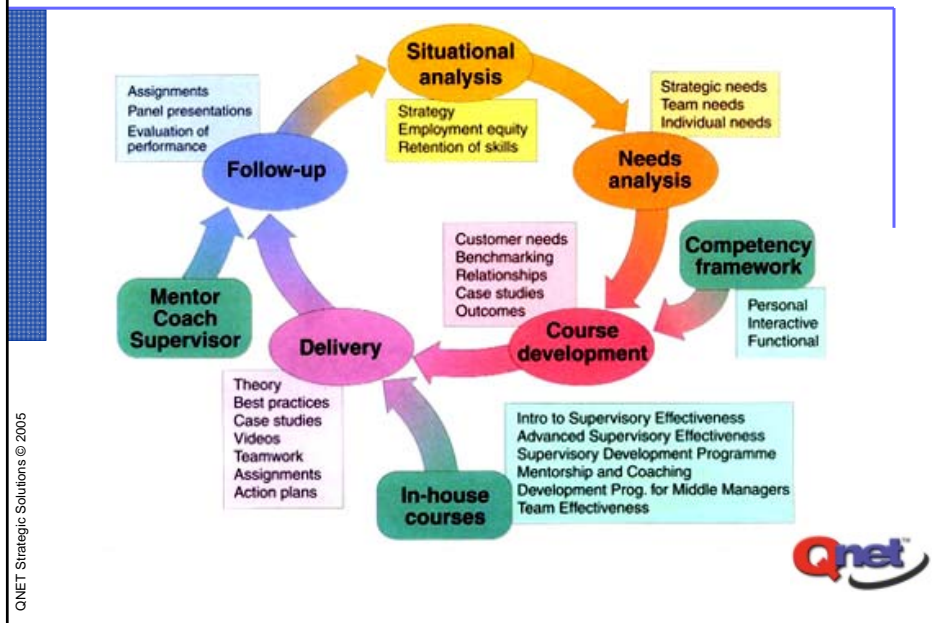


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- Team Leader & Supervisory skills
- Communication skills
- Presentation skills
- Dealing with conflict
- Leadership and Delegation
- Creating and selling a vision
- Leadership, motivation and behaviours
- Management skills
- Train the trainer
- Financial management
- Management Control and Reporting Systems (MCRS)
- Mentoring and Coaching
- Managing Change



## Organisation and Competency Development ...



## Organisation & Competency Development ...

At QNET we have the necessary experience in designing and implementing organisational change and competency development programmes for a diverse range of companies. We can help you to:

- Align your organisational structure and competency development activities with your key business drivers and top-level business strategy.
- Design and implement organisational structures and management processes that will enable your business to meet its current and future challenges.
- Train, coach and develop staff at all levels to build the competencies that underpin performance excellence.

Qnet logo is visible in the bottom right corner.

## Organisation & Competency Development ...

Our approach is to build tailored solutions to meet your particular needs, drawing on our experience and proven methodologies in areas such as -

We place particular emphasis on helping you to manage the change process. Individuals and organisations generally find change threatening. Even if the objectives of a change programme are correct, if the change management is not handled correctly the uncertainties and resistance generated by the change can cause lasting harm to your organisation.

- Cultural Diagnostics and Visioning
- Team-Building and Development
- Competency Profiling and Development
- Appraisal Processes
- Change Management Programmes
- Training in Management Tools and Techniques



## Team-Building and Development ...

We can help you to build effective teams in which team members work well together, motivation and energy levels are high, and the team's energy is focused on achieving the team's objectives rather than being dissipated in internal conflicts.

Our wide range of methodologies and techniques includes ways of:

- Diagnosing underlying causes of dysfunctional behaviours.
- Achieving clarity and consensus on team objectives.
- Improving team behaviours such as listening, building on others' ideas, etc.
- Providing teams with processes that allow them to analyse and solve problems.
- Dealing with difficult individuals within teams.
- Helping individuals to understand their roles within the team and to feel valued by the team.
- Helping team members to understand and value different individual styles and approaches.
- Psychometric Assessment.



## Competency Profiling and Development ...



All companies must be able to match their competency profiles to the requirements of their business drivers and strategy. Maximising workforce flexibility must also be a priority. It is therefore becoming increasingly important for them to assess and validate competencies of individual employees.

We can help you to -

- Map your organisation's overall competency requirements, assess your current competency profile and design a competency development programme to meet your current and future needs.
- Understand and codify the competencies needed to fulfill individual roles within your organisation.
- Assess, test and validate individual employee's current competency levels.
- Identify the development and assessment actions needed to enable individuals to do their current jobs effectively and to progress into future roles.
- Design individual training and competency development programmes.



## Appraisal Processes ...



Your approach to reviewing employees' performance and competence levels and assessing individual development requirements has a key impact on your organisational culture and staff motivation.

We can help you design and implement an appropriate appraisal process including where appropriate, such elements as-

- 360° feedback
- Personal review programme and review structure
- Individual development reviews
- Continuous personal and professional development (CPD)
- Individual and team-based performance measures
- We can also give you practical help with making your appraisal process work in practice, linking outputs to effective actions to improve capabilities of individual staff members with your organisation. In particular, we can provide training for both the appraisers and the staff being appraised.



## Change Management Programmes ...

Identifying the need for change and forming a vision of how things should be in the future is only the beginning of the journey to turn vision into reality.

Effective management of the change process is vital if the desired end-result is to be achieved.

We can help you to design and implement an effective change process. In particular -

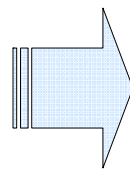
- We can help you to design a specific change programme based on your objectives and the particular characteristics of your organisation and its current situation.
- We can help you to steer and manage the change through the various phases of change, from the initial scepticism through the peaks of enthusiasm and troughs of despair during the middle of the project to eventual success.
- We understand the complexity in any culture change process because it relies on changing people's attitudes and behaviours. We can help you to identify and influence thought leaders, anticipate and overcome potential blockers, and design an appropriate strategy for change.

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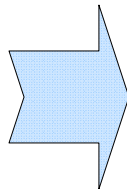
## Our Engagement Process ...

**Understand**  
the Issues



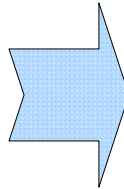
- Clarify the issues and understand the business needs.
- Agree goals.
- Set objectives.
- Prioritise.

**Identify**  
the Opportunities



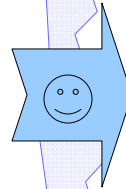
- Review current strategies
- Assess performance
- Identify Problems
- Identify opportunities
- Scope benefits
- Agree measures

**Discuss**  
the options



- Discuss options
- Select Project(s)
- Generate business case for change
- Agree implementation plan

**Implement**  
your Ideas



**Deliver the benefits**

**Review**  
and Learn

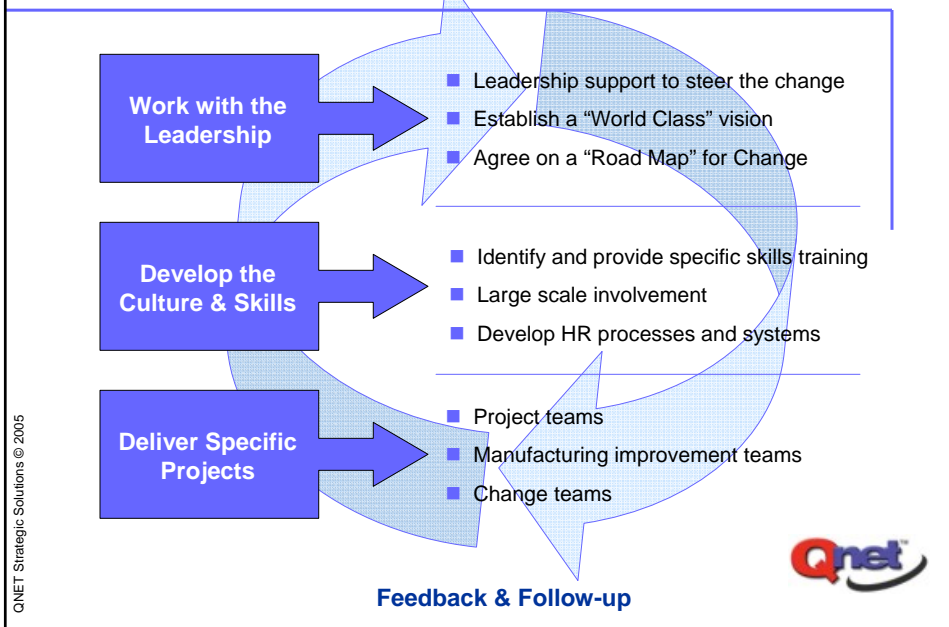


- Monitor and measure effectiveness
- Handover to local
- Sustain gains

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## A Framework for Action ...



**Qnet**  
**Brain Power.™**