



# THE STRATEGIC PARTNER FOR THE GLOBAL BRANDS

A Change Project for Creating An Effective  
Organization by Means of Modern Management  
Techniques To Become A Leading Strategic Supplier  
for the Global Brands.

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# Project Mission

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*Continuous improvement of the organizational effectiveness*

*by systematic voluntary involvement of the human resources*

*for the ultimate satisfaction of the customer.*

# Two Pillars of Organizations

## ■ Human

- Effective management of Human Resources Processes.
- Systematic and voluntary involvement of the human resources

## ■ System

- Strategic Design and Management of Business Processes in line with the Modern Business Models and International Standards

# Human Resources Processes

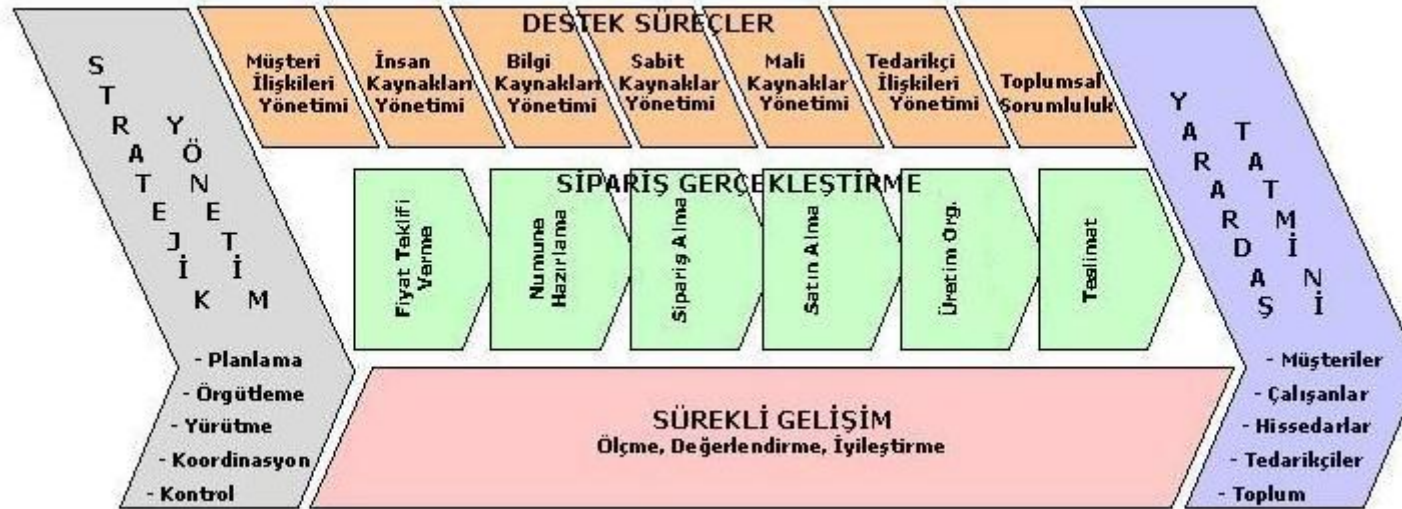
- Analysis of Human Resources Processes and Planning for Improvements
  - **Search and Selection**
    - Organizational Design
    - Competency Analysis
  - **Performance Management**
    - Balanced Scorecard
  - **Training**
    - Proactive Planning
    - Competency Matrix

# Business Processes

## ■ Defining Business Processes

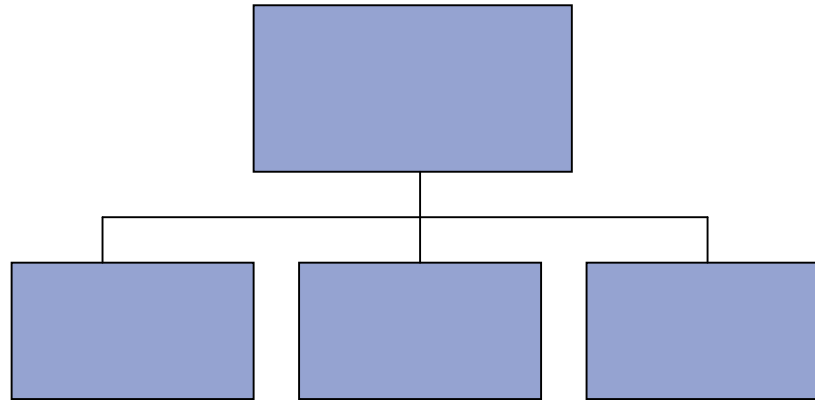
### ■ Process Based Job Descriptions

- Effective internal communications beyond departmental borders



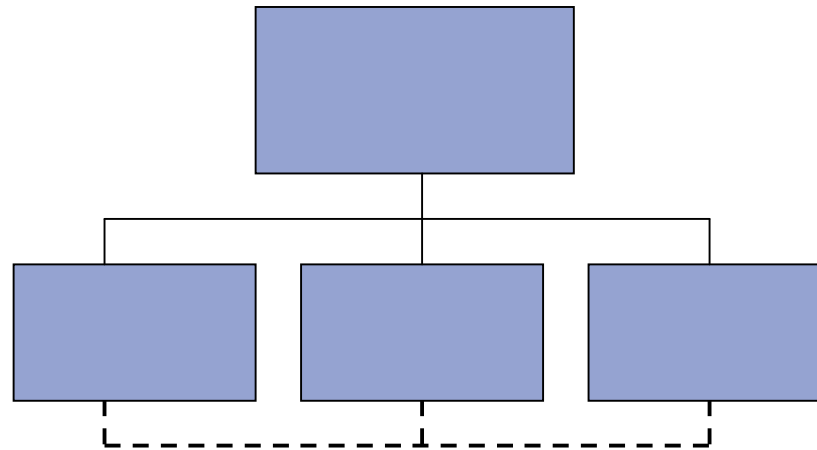
# Organizational Design

- **Clear Job Descriptions**
  - **Clear responsibilities**



# Organizational Design

- Customer Focused Matrix Structures
- Reengineered Customer Focused Processes



# System Standards – TOE / COC

- Analysis of Management Systems Against Customer Codes and International Standards
  - Terms Of Engagement
  - Code Of Conduct
  - Quality System
  - Environmental System
  - Health & Safety System
  - Social Responsibility System

# “quality” IMS

## ■ Certification of the Integrated Management Systems Against International Standards

- Quality – ISO 9001
- Environment – ISO 14001
- Health & Safety – OHSAS 18001
- Social Responsibility – SA 8000

➤ **quality** : Tay Group Integrated Management Systems

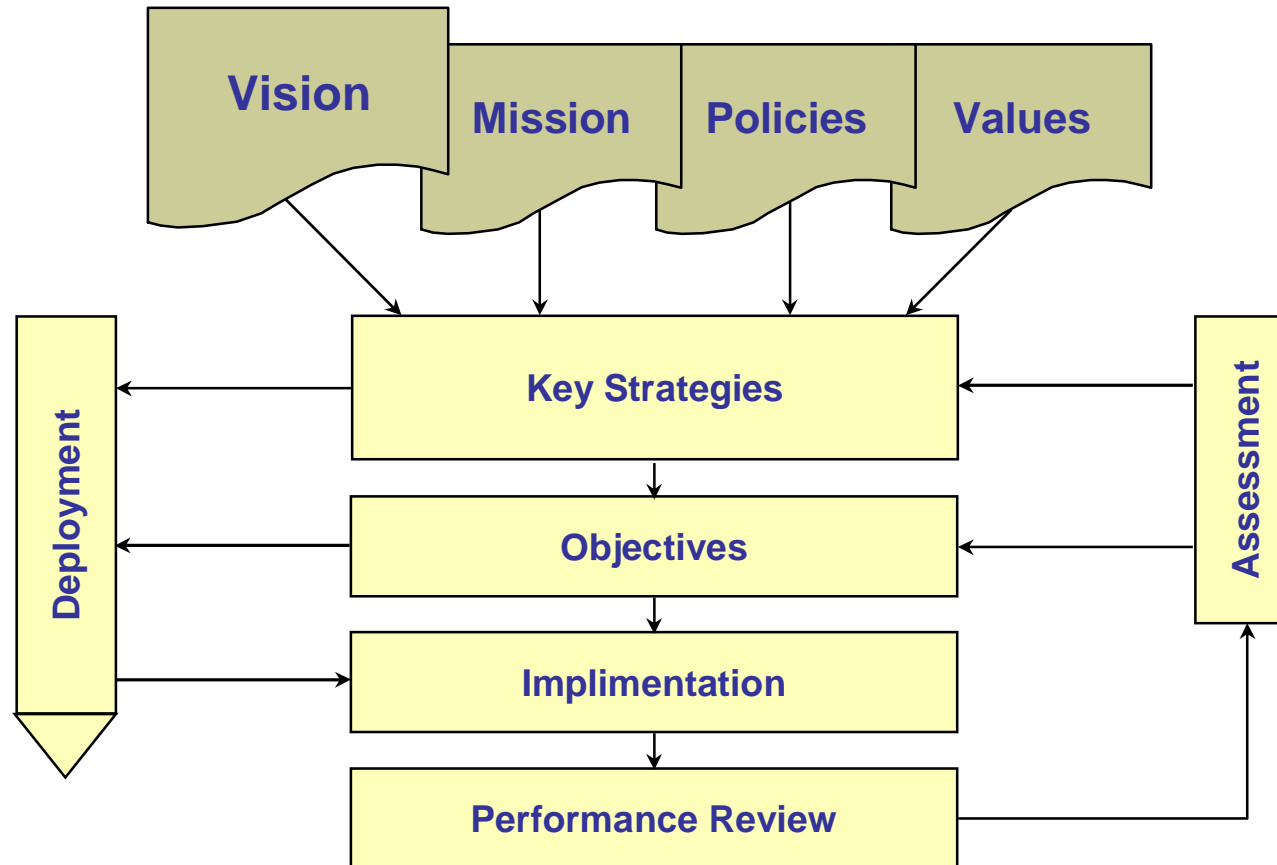


# Strategic Approach

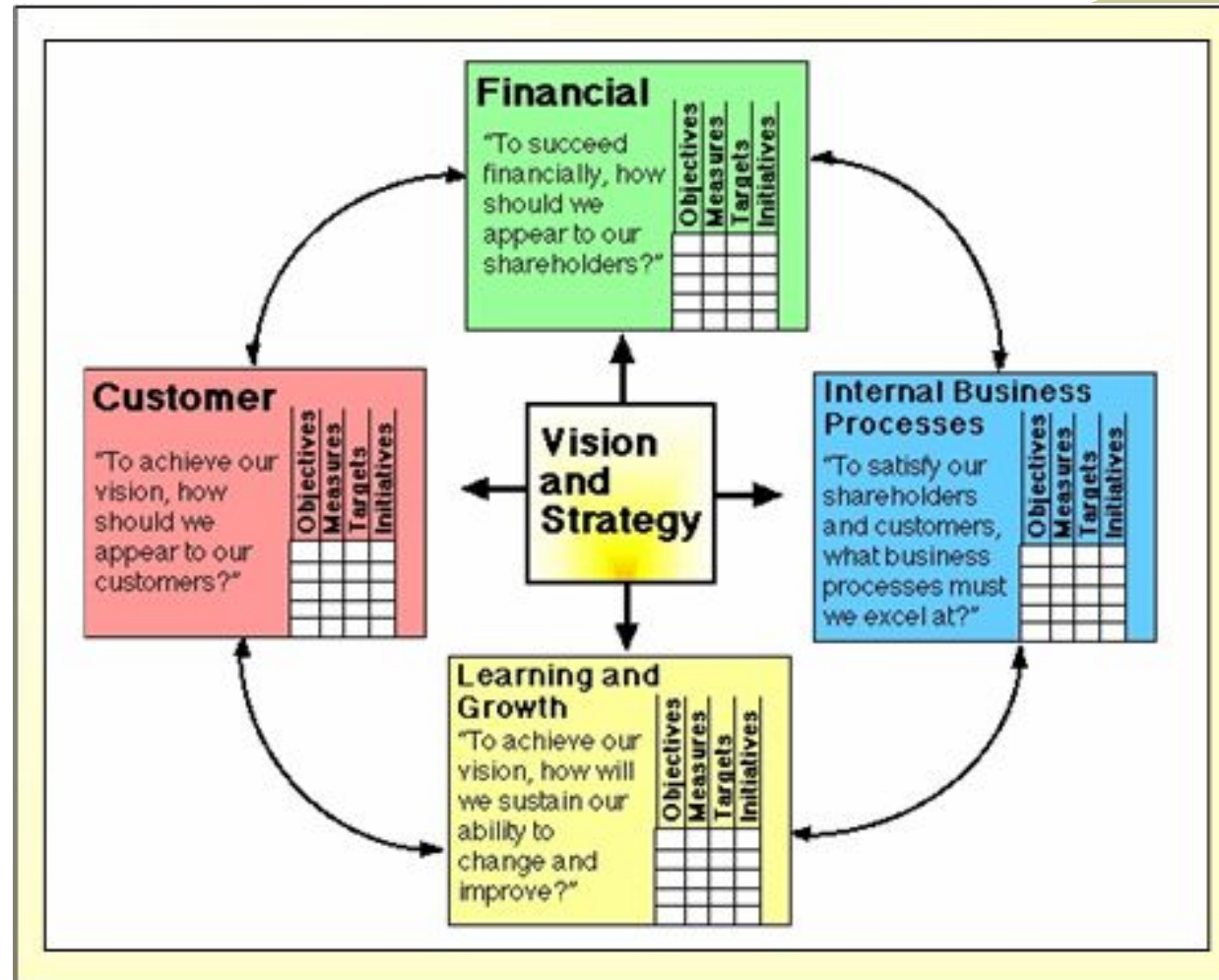
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- Strategic Management Audit and Planning for Increasing the Awareness
  - Visionary Leadership
  - Strategy Deployment
  - Strategic Performance Management
  - Balanced Scorecard

# Strategy Deployment

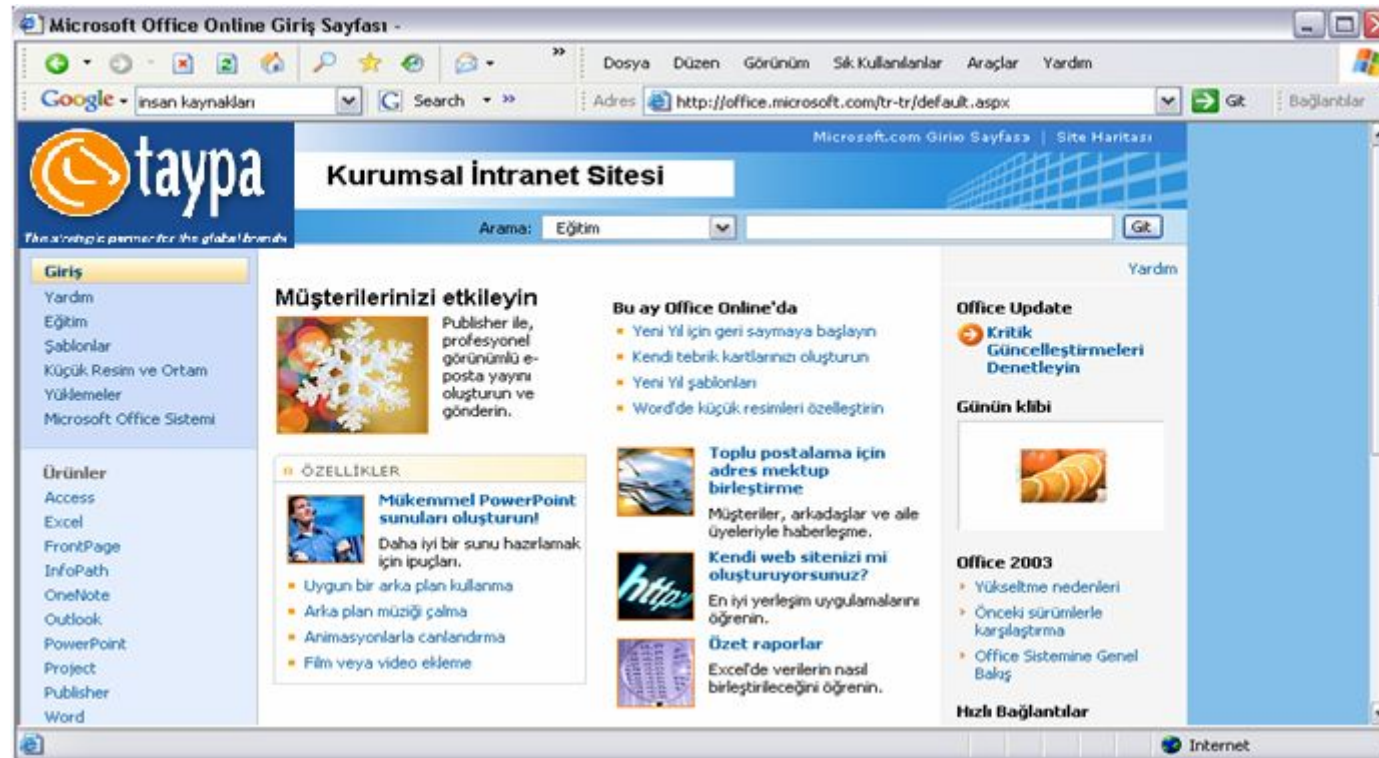


# Strategic Performance Management – Balanced Scorecard



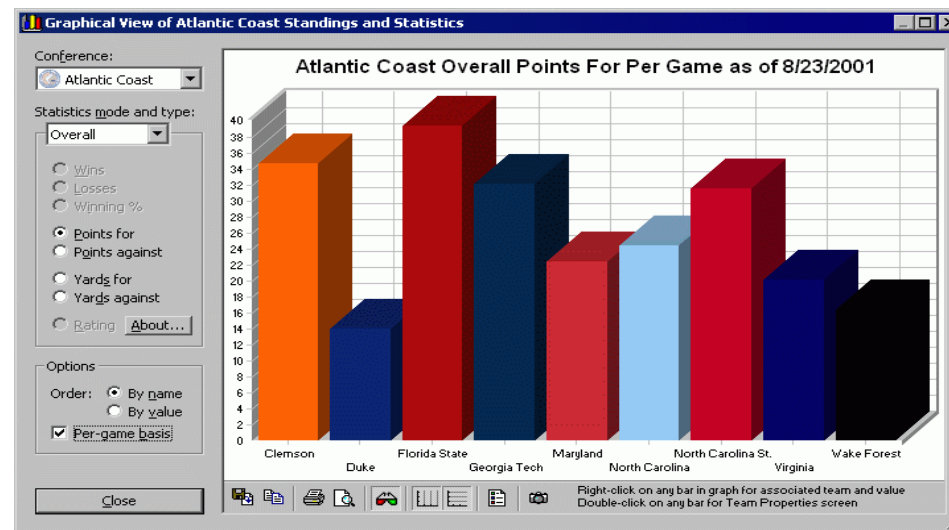
# Information Systems

- **Company Intranet Web site**
  - Effective Internal Communications
  - Electronic Document Management



# Information Systems

- Assessment of the current systems and Suggestions for improvements
  - Enterprise Resources Planning (ERP)
  - Management Information Systems (MIS)



# Project Objective

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The ultimate objective of all organizational change projects is **customer satisfaction**.

The new customer-focused and systematic organizational structure will be the foundation of **sustainability of the company's growth and endurance**.