



THOMAS POUTAS
INTERNATIONAL ASSOCIATES



Implementing Strategic Decision

The time taken to undertake and successfully implement strategic change should not be underestimated. Unanticipated problems as well as uncontrollable external environmental factors and crisis that distract attention away from the implementation process must be taken into account.

We can help specify the key tasks required in order to successfully implement strategic change and using our team of experienced consultants we can help you coordinate these activities.

Success Through Target Setting and Goal Achievement

Targets provide a goal. The success of improvement strategies can be measured against them and they can help raise the expectations of a Board of Directors and their employees.

Target setting is most effective when targets are clearly expressed, they are specific, measurable, time limited, ambitious, yet achievable.

Target setting is accomplished when a Board of Directors works in partnership with employees to consider all the available information and then chooses targets that balance the ambitious with the achievable.

We can provide you with methods to set targets, ways to align targets with available resources and processes that can be used to track progress.

Monitoring and evaluation of the strategy implementation needs to occur on an ongoing basis by identifying the factors that are critical to success, gathering information on the factors that may be either helping or hindering progress and considering the implications of the data gathered.



Improving Customer Service with Effective Business Processes

We focus on operational effectiveness by breaking it down into its constituent elements and by offering a business assessment of customer service. To reach full potential:

- We enhance business performance through continuous improvement.
- We can deal equally effectively with customers over multiple channels.
- We efficiently deal with service failures.
- Our approach is embedded in a process that empowers staff to deal with customers in an individual way, raising the level of customer satisfaction.
- We pursue growth and change through Awareness, Desire, Comprehension, Knowledge, Agreement, Practice, Commitment and Habit Integration.

Increasing Personal and Organisational Effectiveness

Positioning and support of organisational effective business strategy through:

- Reducing absenteeism or turnover of staff
- Customer responsiveness
- Improved productivity
- Improved workplace communication
- Team building
- Organisational change
- Continuous improvement
- Improved team performance
- Work-life balance
- Initiatives important to management development
- Leadership development
- Establishment of goal setting for personal and professional improvement

Personal Effectiveness through:

- Improve Communication
- Self-Responsibility
- Accountability
- Added Value
- Achievement of Goals
- Management & Leadership Development
- Acquiring skills for the improvement of confidence, team building and communication



Competence for Efficiency

Key Competences: Experience derived from the international arena, business development, business analyses, project funding, pre-feasibility studies, education and seminars, development of local sustainable actions and strategies.

Our Business Principles are based on:

- Competence and efficiency.
- Adherence to principles and persistence in defending rights of clients.
- Severe observance of confidentiality.
- Rapid solution of tasks.
- Providing of a high-quality service level.
- Timely warning of possible undesirable consequences in dealing with the situation.

Our Vision

To help people in business companies of all sizes to optimize the processes between strategy formation and implementation, to adapt quickly to changing circumstances and become highly effective businesses.





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www.thomaspoutas.com

info@thomaspoutas.com