



serviiz.com

Consulting & Audit *Operations Management*

*ISO 9001 - Certified expertise
Since 2009*

www.serviiz.com

S...
beyond services

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Our history

Renaissance during the COVID-19 crisis, **serviiz** combines professional **SER**vices & **VIS**ual management, leveraging years of **value creation** for companies and their executive committees (boards) across developed and emerging markets.



serviiz video presentation

<https://www.youtube.com/@serviizmarketing>



Founder's profile

www.linkedin.com/in/louis-dave-f7a131333/

*AI Artificial Intelligence
www.serviiz.com



Approach and solutions

- **Consulting and Audit firm:** Expertise in Operations Management



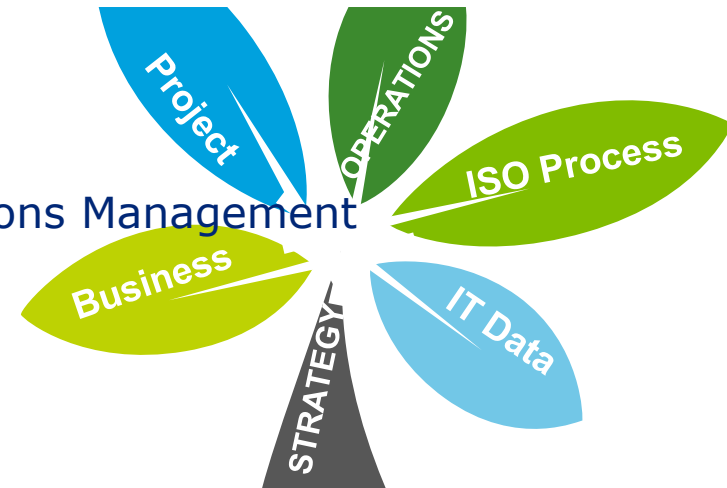
Professional services

- **Strategy: Corporate objectives**
 - **Business & Organisation: *Dedicated expertise, On-Demand***
→ Strengthen your team, Without hiring
 - **Projects & Risks: *Leadership, Execution and Results***
→ Control your costs, Meet your deadlines

- **Operations: Performance management**
 - **ISO & QHSE Processes: *Training, Audit and Certification***
→ Gain competitiveness, Market access
 - **IT Data & Analytics: *Reliable Insights, Measurable impacts***
→ Optimize your performance, With AI*



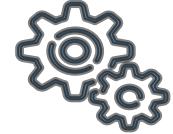
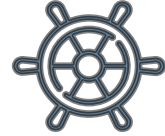
Your Vision, Our Mission !



Operations Management



STRATEGY + OPERATIONS = RESULTS !
Management and Business: Value Chain orchestration



WHY CHOOSE US?

- ✓ Measurable **Efficiency**
- ✓ Cross-Sector **Adaptability**
- ✓ Track record of **Success**


OUR METHOD

1. Assessment & Scoping
2. Planning & Alignment
3. Execution & Steering
4. Delivery & Handover

© Renowned certification
*AI Artificial Intelligence

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Strategy ©
*Transforming
Ambition into Results*

 **1. Business & Organisation**
Business Model, Methods, ROI, HR

- Opportunity Assessment, Performance
- Analysis, Objectives, Planning, Interim

Market intelligence, Innovation

 **2. Project & Risks**
Scope, Execution, Deliverables

- Planning, Costs, Change management
- Governance, Stakeholders, Schedules

Project ownership, PMO, Agile

**ADDED
VALUE**



**Tailor-made solutions
to optimize your
value chain**

1. On-demand expertise, Without hiring
2. Planning, Execution & Results
3. ISO Audit, Certification, Market access
4. Reliable insights, Informed decisions

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Operations ©
*Excellence
in Standards & Innovation*

 **3. ISO & QHSE Process**
Training, Audit, Certification

- Quality, Products, Procedures, Services
- Regulatory, Continuous Improvement

QHSE, ISO 9001, KPI, Kaizen

 **4. IT Data & Analytics**
KPI, Business Intelligence process

- Process Automation, BI, CRM, ITIL
- ERP, CyberSecurity, Stockage, IoT

AI Reporting, measurable impacts

 **Contact us today !**

Case Studies

1. Business – Strategic Planning

- Sector: Industry, Consumer Goods
- Bus. Model + Performance Levers

2. Project – Opportunity Study

- Sector: Banking (Cust. Service)
- Scoping for Outsourcing

3. Process – QHSE and ISO

- Sector: Specialized Distribution
- Coordination of Sales & Ops

4. IT – Lean & Agile Methods

- Sector: Procurement & Logistics
- Coaching & Change Management

Management and Business: Value Chain orchestration



Our solutions

1. Business & Organisation	<i>Value Added → Strengthen your teams, Without hiring !</i>
1.1 Strategic Diagnostic	Map your organization and identify key priorities and performance lever
1.2 Business Model	Formalize your economic logic and value proposition.
1.3 Strategic Roadmap	Build a SMART action plan (business unit, services, projects, activities)
1.4 Operational support	Supporting company stakeholders in the execution of operational challenges
1.5 Training Awareness	Business model/plan, analysis (canvas, SWOT, PESTEL, marketing mix)
2. Project & Risks	<i>Value Added → Control your cost, meet your deadlines !</i>
2.1 Project Audit	Assess current project performance (timelines, costs, efficiency)
2.2 Project Owner Agile methods	Stakeholders coordination, users needs management and deliverables validation
2.3 Project Leadership (PMO)	Structured project governance: specs, planning, risks, indicators
2.4 Project Execution	Full governance cycle (scoping, execution, risk and deliverables tracking)
2.5 Training Awareness	Methods Lean, Agile Scrum and classic, PMP, CAPM, ISO 31000, ISO 21500
3. ISO & QHSE Process	<i>Value Added → Gain competitiveness, Market access !</i>
3.1. Compliance Audit & Monitoring	Prepare for official audits through a structured compliance review
3.2 QHSE Process Mapping	Identify and formalize critical processes (quality, risk, safety)
3.3 Roadmap & Certification	Structure the compliance & certification journey (prioritized actions)
4.4 Implementation of standards	Deploy ISO-compliant practices for successful certification
4.5 Training Awareness	Principles, practices, internal audit, ISO 9001, 45001, 14001, 2001
4. IT Data & Analytics	<i>Value Added → Optimise your performance, With AI!</i>
4.1 Business intelligence (AI BI)	Driving informed decisions through intelligent, data-driven dashboards
4.2 Workflow Task Automation	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
4.3 Information Security (ISM)	Assessment, vulnerability testing, Ad-hoc proposals and implementation
4.4 Workflow Task Automation	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
4.5 Training Awareness	Business Intelligence (Power BI, Tableau), Cybersecurity, ISO 27001, CISSP, ITIL..



We are at your... serviiz !

Voice of customer








1. **Galleries Lafayette France**
<https://www.youtube.com/watch?v=4ry4hSBuDgI>
2. **Generali France**
<https://video.anaplan.com/watch/grPoZdbVRTXLx3dEPLB89Y?>

Process frameworks



1. **Project phases**
https://www.youtube.com/watch?v=39_O-AnzTQg
2. **Lean & kaizen principles**
<https://www.youtube.com/watch?v=wfsRAZUonI>
3. **Agile for business**
<https://www.youtube.com/watch?v=7lgBQ0lhSkM>
4. **Data-Driven Business**
<https://www.youtube.com/watch?v=kJ2syqUj-Hs>
5. **AI for Operation (retail)**
<https://www.youtube.com/watch?v=Ev80dTE90fo>

Recent achievements in EMEA (Europe and Africa)

	1. CFAO Infr. Cameroon <i>Specialized distribution</i>	Sales Operations +8% tgt, 5.4 BFCFA (€8.3M), 53% of tot. turnover, 80% across portfolio from 14 to 27 clients
	2. TEREOS France <i>Agro-business & FMCG</i>	Business Transformation 25% cost reduction (€9M invested), 10+ major projects delivered, 700+ users supported.
	3. KERING (GUCCI) Italy <i>Luxury retail</i>	Digital Investment Managed a €4M investment program for sales performance (+500 stakeholders).
	4. BNP PARIBAS France <i>Banking & insurance</i>	Financial Processes -40% accounting close time (Fast Close), continuous improvement (process optimization)
	5. VOLKSWAGEN Germany <i>Automotive industry</i>	Agile Lean Methods Optimized proc. & logistics processes, project performance gains (€1M+ rev. generated)



Your Challenge, Our Success

Plan a meeting on your specifics needs.

Join our satisfied customers and boost your performance with our know-how.



Business ecosystem (clients, memberships and partners)

Chamber of commerce

- EUROCHAM, EU-Cameroon
- GECAM, Cameroon

Institute

- PMI Project Managemt. Institute
- SCRUM.Org, Agile Scrum academy
- IRCA/PECB ISO Certification
- IIA Institute of internal Auditors

Organisation

- ENSEMBLE, Cameroon
- CAFCAM, France Cameroon
- DKWE, Cameroon Germany
- GIZ German cooperation

Alumni

- HEC Paris, France
- University of Surrey, Guildford UK
- Polytech RWTH-Aachen, Germany
- Lycée Joss, Douala Cameroon,5

(S) Shareholding

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TERTIARY



INDUSTRY



PARTNERS



CONSULTING



ORGANISATION



OTHERS





Management consulting
Strategy & Operations

Offices and contacts



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Strategy and
Operations

Performance
management

serviiz.com
beyond services

THANK YOU

About Serviiz

Serviiz refers to a Cameroon private company limited by guarantee, its network of member firms, their related entities and shareholder. Please see www.serviiz.com to learn more.

Serviiz does provide advisory services to public and private clients spanning multiple industries. With a globally connected network of partner firms in many EMEA countries and territories.

Serviiz brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Serviiz's professionals are committed to becoming the standard of excellence.

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Contact us today to discuss your needs.

SERVIIZ, CERTIFIED CONSULTING IN STRATEGY & OPERATIONS **S**