



# serviiz.com

**Consulting & Audit**  
***Operations Management***

*ISO 9001 Certified*  
*Since 2009*

**[www.serviiz.com](http://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/](https://www.linkedin.com/in/louis-dave-f7a131333/)

\*AI Artificial Intelligence  
**www.serviiz.com**



## Approach and solutions

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

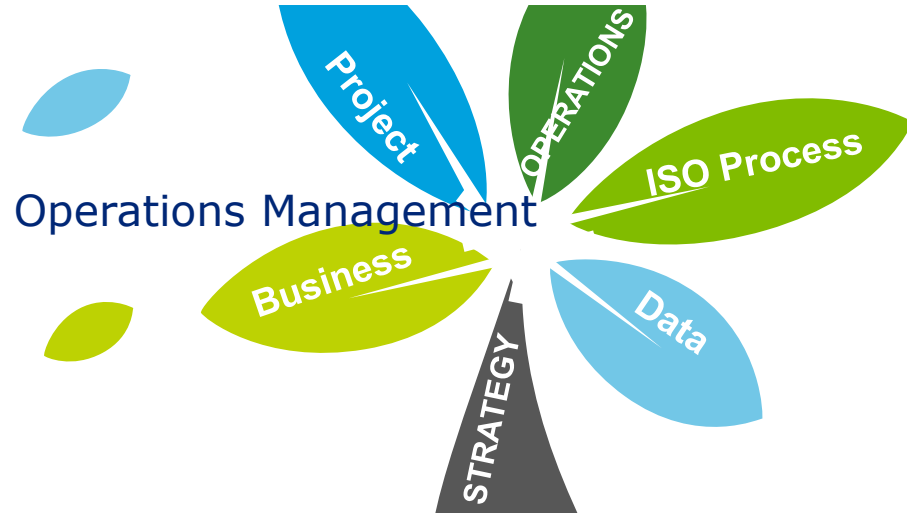


## Professional services

- **Strategy: Corporate objectives**
  - **Business & Organisation:** *Dedicated expertise, On-Demand*  
→ Strengthen your capabilities, without hiring
  - **Projects & Risks:** *Leadership, Execution and Results*  
→ Control your costs, meet your deadlines
- **Operations: Performance management**
  - **ISO & QHSE Processes:** *Training, Audit and Certification*  
→ Audit, compliance, credibility
  - **Data & Analytics:** *Reliable Insights, Measurable impacts*  
→ Lead better, decide with confidence (AI\*)



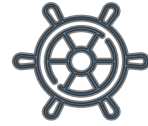
## Your Vision, Our Mission !



## Operations Management



## Management and Business: Value Chain orchestration



### WHY CHOOSE US?

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

**Strategy** ©  
*Transforming  
Ambition into Results*

**ADDED  
VALUE**



**Operations** ©  
*Excellence  
in Standards & Innovation*

### OUR METHOD

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



**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*

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

1. Enhanced capabilities, without hiring
2. Controlled costs, on-time delivery
3. Compliance, credibility & performance
4. Informed decisions, with confidence

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**3. ISO & QHSE Process**  
*Training, Audit, Certification*  
• Quality, Products, Procedures, Services  
• Regulatory, Continuous Improvement  
*QHSE, ISO 9001, KPI, Kaizen*



**4. Data & Analytics**  
*KPI, Business Intelligence process*  
• Process Automation, BI, CRM, ITIL  
• ERP, CyberSecurity, Stockage, IoT  
*AI Reporting, measurable impacts*

HEC Paris • PFI • PECB • AI

© Renowned certification  
\*AI Artificial Intelligence

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**Contact us today !**

## Recents activities

### 1. Business – Strategic plans

- Sector: Industry, FMCG
- Use cases and analysis

### 2. Project – PM Coordination

- Sector: Banking
- Project portfolio management

### 3. Process – Quality ISO 9001

- Sector: Specialized Distribution
- Implementation of QMS

### 4. IT – Lean & Agile Methods

- Sector: Procurement/Logistics
- Change Management - BI



## Our solutions

1. Business & Organisation	<i>Strengthen your capabilities, 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, finance (canvas/SWOT/PESTEL, marketing mix)

2. Project & Risks	<i>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>Audit, compliance, credibility !</i>
3.1 QHSE Process Mapping	Identify and formalize critical processes (quality, risk, safety)
3.2 Standards implementation	Deploy ISO-compliant practices for successful certification
3.3 Internal audit	Prepare for official audits through a structured compliance review
3.4 External audit/certification	Structure the compliance & certification journey (prioritized actions)
4.5 Training / Awareness	Principles, practices, internal audit, ISO 9001, 45001, 14001, 2001

4. Data & Analytics	<i>Lead better, decide with confidence with !</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](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)

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



## Your Challenge, Our Success

Plan a meeting on your specific 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
- CAFAM, 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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## Follow us



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Strategy and  
Operations

Performance  
management

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# 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](http://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**