



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

*ISO 9001 Certified*  
*Since 2009*

**[www.serviiz.com](http://www.serviiz.com)**

**S...**  
***beyond services***



## Our history

Renaissance during the COVID-19 crisis, **serviiz** combines professional **SER**vices & **VI**sual 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](http://www.serviiz.com)



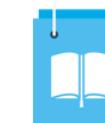
## Approach and solutions

- **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\*)



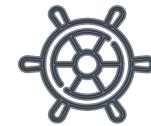
## Your Vision, Our Mission !



## Operations Management



## Management and Business: Value Chain orchestration



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



[www.serviiz.com](http://www.serviiz.com)



### 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. Data & Analytics

*KPI, Business Intelligence process*

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

*AI Reporting, measurable impacts*



**Contact us today !**



## Our solutions

### 1. Business & Organisation

- 1.1 Strategic Diagnostic
- 1.2 Business Model
- 1.3 Strategic Roadmap
- 1.4 Operational support
- 1.5 Training / Awareness

#### ***Strengthen your capabilities, without hiring !***

- Map your organization and identify key priorities and performance lever
- Formalize your economic logic and value proposition.
- Build a SMART action plan (business unit, services, projects, activities)
- Supporting company stakeholders in the execution of operational challenges
- Business model/plan, analysis, finance (canvas/SWOT/PESTEL, marketing mix)

### 2. Project & Risks

- 2.1 Project Audit
- 2.2 Project Owner/ Agile methods
- 2.3 Project Leadership (PMO)
- 2.4 Project Execution
- 2.5 Training / Awareness

#### ***Control your cost, meet your deadlines !***

- Assess current project performance (timelines, costs, efficiency)
- Stakeholders coordination, users needs management and deliverables validation
- Structured project governance: specs, planning, risks, indicators
- Full governance cycle (scoping, execution, risk and deliverables tracking)
- Methods Lean, Agile Scrum and classic, PMP, CAPM, ISO 31000, ISO 21500

### 3. ISO & QHSE Process

- 3.1 QHSE Process Mapping
- 3.2 Standards implementation
- 3.3 Internal audit
- 3.4 External audit/certification
- 4.5 Training / Awareness

#### ***Audit, compliance, credibility !***

- Identify and formalize critical processes (quality, risk, safety)
- Deploy ISO-compliant practices for successful certification
- Prepare for official audits through a structured compliance review
- Structure the compliance & certification journey (prioritized actions)
- Principles, practices, internal audit, ISO 9001, 45001, 14001, 2001

### 4. Data & Analytics

- 4.1 Business intelligence (AI|BI)
- 4.2 Workflow / Task Automation
- 4.3 Information Security (ISM)
- 4.4 Workflow / Task Automation
- 4.5 Training / Awareness

#### ***Lead better, decide with confidence with !***

- Driving informed decisions through intelligent, data-driven dashboards
- Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
- Assessment, vulnerability testing, Ad-hoc proposals and implementation
- Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
- Business Intelligence (Power BI, Tableau), Cybersecurity, ISO 27001, CISSP, ITIL..



We are at your... **serviiz** !



## Voice of customer

1. Galeries 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-AnzTQq](https://www.youtube.com/watch?v=39_O-AnzTQq)
2. Lean & kaizen principles  
<https://www.youtube.com/watch?v=wfsRAZUnonI>
3. Agile for business  
<https://www.youtube.com/watch?v=7IqBQ0lhSkM>
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

Specialized distribution

### Sales Operations

+8% tgt, 5.4 BFCFA (€8.3M), 53% of tot. turnover, 80% across portfolio from 14 to 27 clients



## 2. TEREOS France

Agro-business & FMCG

### Business Transformation

25% cost reduction (€9M invested), 10+ major projects delivered, 700+ users supported.



## 3. KERING (GUCCI) Italy

Luxury retail

### Digital Investment

Managed a €4M investment program for sales performance (+500 stakeholders).



## 4. BNP PARIBAS France

Banking & insurance

### Financial Processes

-40% accounting close time (Fast Close), continuous improvement (process optimization)



## 5. VOLKSWAGEN Germany

Automotive industry

### 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 Management 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

(S) Shareholding



## 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

