



CLIENT STORY | GROWTH PLAN AND IMPLEMENTING CORRECTIVE MEASURES FOR A PRIMARY EDUCATION INSTITUTE IN THE 'NOT FOR PROFIT' SECTOR

Region :
INDIA

Consulting Services :
GROWTH STRATEGY, PERFORMANCE IMPROVEMENT

CLIENT SITUATION

- The client – Door Step School (DSS) – an NGO in the field of primary education in Mumbai and Pune
- Established in 1988-89, NGO has worked in over 100 projects catering to more than 8000 children in Mumbai and Pune
- Need for implementing adequate systems and processes and also, an adequate growth plan for the next five years

OUR APPROACH

- A Visioning workshop was conducted to help the NGO articulate their vision, internalise it amongst the senior team, identify goal-setting parameters and set 5 year targets
- Ideation Sessions and analysis of ideas using an Idea Evaluation Framework helped shortlist programmes to be offered and identify other initiatives to be taken to achieve goals
- Detailing of Operational Initiatives, which included diagnostics of current processes and generation of improvement measures
- Process mapping was undertaken and the organogram was restructured for better role definition and accountability

OUR RECOMMENDATION/ IMPACT

- Prepared a 5 year perspective plan prioritising and phasing the initiatives and setting milestones over a five year period
- Complete strategic planning was carried out including:
- Strategic Intent and Direction Setting, Suggesting a growth plan and Detailing of Operational Initiative
- Implemented execution of improvement initiatives and review of corrective measures