Table of Contents

Our Firm........................................................................................................................................... 3
Qualifications...................................................................................................................................... 5
Our Firm

MakYoung Limited is a Consulting Firm staffed with seasoned professionals of world class caliber. All our professionals having lived and worked in Africa, North America and Europe bring their immense experience and best practices to bear on all the engagements we undertake for our clients.

Our Services

Our services include the following:

- Information Technology Services
  
  Our Information Technology services include IT Strategy formulation, software selection and implementation. Using a proven methodology, we facilitate the planning of information technology projects to support corporate business objectives and critical success factors. We also provide services to design appropriate systems and processes to match client requirements and ensure that the technology implemented supports and enhances the business of the organization.

- Human Resource Management Services
  
  Our Human Resources Management Services include:
  
  - Human Resources Planning
  - Human Performance Improvement
  - Rewards and Compensation Surveys and Reform
  - Job Analysis/Evaluation/Grading
  - Management/Organizational Development
  - Payroll Services

- Business Process Transformation
  
  Our Business Process Transformation service uses a multi-disciplinary approach to implement fundamental changes in the way work is performed across an organization and to significantly improve performance and stakeholder value.
We provide an unparalleled mix of strategic and technical expertise in management consulting, planning and development of corporate measurement systems.

- **Change Management**

Our Change Management Consulting Services provide opportunities to learn and apply change management and professional discipline within a dynamic and changing environment. The approach is practical and interactive combining theory, practical illustrations, exercises including case studies and the sharing of personal experiences.

- **Financial Services**

Due to the rapidly changing needs of consumers of financial advisory services, our financial activities cover the following services:

- Corporate valuations
- Feasibility study and business plan preparation
- Business and financial due diligence
- Capital structure analysis
- Accounting Services

- **Introduction of a multi-purpose Visa enabled pre-paid card solution**

MakYoung has introduced a mutli-purpose Visa enabled pre-paid card solution into the Ghanaian market. This solution manages financial transactions, efficiently identify workers and staff of tertiary institutions, improve security by implementing access control as well as a time and attendance system if required by an institution. One card performs all the functions numerated above.

In addition to the financial transactions that the individuals in an organization may undertake, salaries and other allowances can be paid onto the cards from a central location without writing cheques or taking trips to the bank. It saves time, cheque book leaflets, energy to sign countless cheques (depending on staff strength), as well as an efficient and effective means for reconciliation and financial reporting.
Currently, the University of Ghana, Krane Construction, JLD & MB Legal Consultancy are using this product to pay salaries, wages and allowances.

Our Consultants have immense skills and experiences from across the African Region and different parts of the world. This wealth of experience is brought to bear on all our assignments providing our clients with the best solutions for their organizational needs.

Qualifications

To demonstrate the extent of our experience in Human Resource Management Services, Financial Services, Information Technology, Business Process Improvement, Organizational Development, Change Management, and Project Management both domestically and internationally, we have provided below a list of successfully performed engagements for your review. Additional information will be provided on any of these engagements, if needed.

Implementation of Payroll Software for Ashanti Goldfields – Obuasi and Iduapriem Mines

Our Consultants implemented the Geneva Human Resource and Payroll software at the Obuasi and Iduapriem mine site. They also performed support functions for the other Ashanti Goldfields mines in Ghana and Africa.

Running Payroll and Accounting Services for a number of Institutions

MakYoung has been running payroll and filing statutory payments for a number of institutions. Institutions that do not have the requisite capacity or wish to focus on their core functions have outsourced their payroll and or accounting functions to MakYoung.

Our personnel were involved in the running of payroll for Tema Oil Refinery, Ashanti Goldfields, VALCO and Ghana Telecom, to mention but a few.
Evaluation of Human Resource and Payroll, and Core Banking Systems

MakYoung consultants have undertaken evaluation of Human Resource and Payroll and Core Banking Systems for a number of banks in The Gambia.

These clients include:

- First International Bank, The Gambia
- Trust Bank Limited, The Gambia
- Social Security and Housing Corporation, The Gambia
- Guaranty Trust Bank, The Gambia
- Intercontinental Bank, The Gambia

Ministry of Energy – The Separation of Business Units the Volta River Authority And Merging Of Electricity Company Of Ghana(ECG) And Northern Electricity Department (NED)

Our professionals were part of a team of Consultants who assisted the Ministry of Energy with the Power Sector Reform Program. A blueprint was provided to undertake the following:

- Re-constitute VRA into three separate companies namely:
  - VRA Hydro Company – Responsible for hydro power generation from Akosombo and Kpong
  - Aboadze Thermal Power Company – To own and operate the Aboadze thermal plant
  - Ghana Grid Company – To own and operate the national interconnected transmission system

- Merge ECG and Northern Electricity Department (NED) into a single company responsible for the distribution of electricity supply to the country.

As part of this exercise, the HR team was tasked to perform the following:
- Examine the current salary structures and levels and identify any weaknesses therein and the negative impact on staff motivation and productivity.

- Develop a salary policy which will enable the company attract, retain and motivate the right caliber of staff.

- Review the company’s present target-based performance system to enable it become more efficient and effective.

- Study and review existing incentive and benefit schemes with a view to having them enhanced in order to develop the spirit of competition and innovation and spur staff on to greater achievement.

- Study the existing Disciplinary Code and devise strategies for their effective enforcement as well as the enforcement of sanctions for non-performance.

- Submit Commitments on the terms of reference and recommendations (if any) for its enhancement.

**Ghana Agro Foods Company Limited**

MakYoung was engaged by the Ghana Agro Foods Company (GAFCO) Limited, which was in financial distress, to undertake the following:

- Assist in resuscitating its operations
- Undertake financial restructuring of the company
- Source and negotiate capital infusion; and
- Represent the company in its negotiations with creditor banks.

All these activities were successfully accomplished with the infusion of enough capital to enable re-start of operations.

**Zenith Bank – Management and Financial Consultants**

Our Firm developed a Business Plan, including financial projections for the acquisition of a Universal Banking License for Zenith Bank (Ghana) Limited. This was successfully achieved and the provisional license granted within a record three months. We continued to provide
consulting assistance to Zenith Bank to ensure the success of its operations when business commenced.

**Forestry Commission – Calculation of Floor Price for Rights to Harvest Timber from Natural Forest and Plantations**

The Forestry Commission initiated two programs of public bidding to allocate:

- Rights to harvest timber under Timber Utilization Contracts (TUCs) from selected Forest Reserves and non-forest reserve lands, and
- Contracts to harvest timber from plantations.

We were engaged to provide a system to calculate the floor price for each lot offered for allocation at each public bidding session and to be present at each auction to help the bidding process. The contract was for an initial period of two years. The system proved to be a big success and MakYoung was retained to continue to assist the Forestry Commission in its public bidding for an extended period.

**Ministry of Public Sector Reform – Development of schemes for the Civil Service**

MakYoung was engaged to review all available documentation/studies on Civil Service Reform, with particular emphasis on reviewing the organization structure, development of performance management systems and development of training plans. MakYoung was to incorporate their findings in their recommendations.

The deliverables for this assignment were to:

- Develop schemes of service for all classes of personnel of the Civil Service
- Facilitate the relevant workshops to ensure all key stakeholders are fully involved in the development of the schemes of service and update schemes of service to reflect collective input
- Develop an implementation plan which clearly defines an agreed approach to how the Ministry of Public Sector Reform can coordinate the implementation i.e. act as a facilitator to support the OHCS
• Develop a pragmatic M&E plan to be used by key stakeholders.

**Port Handling Company – Evaluation of Financial Viability Of Setting Up A Truck Transit Operation Near Tema Port**

MakYoung was engaged as financial advisors to perform the following functions:

• Evaluate potential financial and business viability of the project

• Assist in the sourcing and negotiation of financing from a local financial institution for the project.

• Supervise and manage the construction of the vehicle transit facility. The facility includes the construction of hostel blocks, administration block, restaurant block, mosque, security gate house, filling station and external works.

• Provide financial and management services to operate the facility until a substantive management is put in place.

The above functions were performed successfully and the project handed over to the client after operating for six months.

**Ghana Telecommunications Company Limited – Restructuring of the Fleet management Unit**

MakYoung was engaged to transform the Fleet Management Unit of Ghana Telecom into a more efficient and effective organization serving the needs of the company as a whole. The following was the scope of the engagement:

• Conducted existing operational review, re-designed, document future business processes and decision-making procedural structure including the identification of human resource needs to effectively manage Ghana Telecom’s (GT) fleet requirements by which fleet utilization was optimized. We also developed strategic planning schedule for workshop planned maintenance.
• Determined and recommended improvements to be implemented and issues to be resolved to improve the business operations and results of the fleet department.

• Conducted fit-gap analysis of the operations of Ghana Telecom’s fleet department and provided software to monitor and track transport activities. The software was customized to suit the business activities of the department.

• Supervised the implementation of the software installation and deployment.

• As part of the project, we established peer-to-peer partnerships between the Project Team and identified Ghana Telecom personnel other than the GT Project Co-coordinator to ensure that other personnel with the GT Fleet organization develop the requisite skills to manage the processes once the project was commissioned and handed over.

Ghana Free Zones Board – Consultancy Services for the Implementation of a Management Information System

The Ghana Free Zones Board (GFZB) is looking to implement a Management Information System (MIS) to support its operations. We worked with NTS Telecom to undertake the following:

• Conduct an operations review of GFZB to determine the systems that will be needed
• Determine materials requirements e.g. hardware, software, networking, etc.
• Assist in the preparation of bid documents
• Assist in the evaluation of bids
• Manage the implementation of the various facets of the MIS implementation
Ghana Telecommunications Company Limited – Logistics And Supply Chain Improvement Project

Provide management and financial services to assist in re-engineer, restructure and transform aspects of Ghana Telecom’s functions and services.

MakYoung was engaged to assist the Procurement and Logistics Department to improve on its logistics and supply chain function. The entire project was divided into two phases. The first phase reviewed the following:

- Warehouse operations
- User department requisition and approval processes
- Procurement procedures and processes
- ERP system being implemented to determine its suitability for GT’s logistics function to ensure that eventual processes work in tandem with the software system being deployed
- Staffing levels and quality of personnel involved in the logistics and supply chain function with a view to ensure that personnel are capable of manning the processes to be implemented as part of phase two of the project.

The second phase of the project implemented all the approved recommendations and these included the following:

- Clean and organize all the warehouses using best practices from world class telecommunications organizations
- Develop comprehensive database with which to clean the existing database
- Develop and implement a stock control function as part of the logistics operation
- Redesign a more efficient distribution system based on target service levels
- Design and document functions and responsibilities of the department
- Design and document processes and procedures
- Develop, document and implement forecasting procedures
- Develop and implement performance indicators
- Supervise the implementation of the software system.

These recommendations were implemented successfully and the staff trained to use the implemented structures and systems.
Preparation of Business Plans – Various Companies

We have also prepared a number of business plans for a number of companies ranging from startups for both individual companies and joint ventures to financial capitalization for expansion for existing companies. Our clients include Zenith Bank Plc, Wagner Vehicle Management Limited, Port Handling Limited, and Continental Hotel, to mention but a few.