Resilience& is a UK-based network of independently owned and managed consulting firms and independent experts who are leading different consulting practices to empower the community being more resilient in front of market and world’s dynamics. It is a world class practice-oriented consulting firm rendering advisory, audit and benchmarking. Resilience& is committed towards transformation.

Resilience& is a world class practice-oriented consulting firm working on consulting services, systems’ audit, and institutional and social corporate reforms.
Craft your performance excellence

Resilience& is a recognized Business Transformation Agent rendering performance improvement and KPI consulting services and helping organizations to implement performance-driven processes through clearly identified KPIs on departments, processes and individuals level.

Organizational Performance Improvement
Overall organizational performance improvement starts from clear organizational objectives and strategic dimensions that can lead the change. Resilience& Organizational Performance Index (OPI)©

People KPIs
Managing people in a fast-growing and dynamic environment shall be led based on clear Key Performance Indicators (KPIs). Resilience& designs the proper KPIs based on the organization type, size and industry in order to achieve the targeted results. We can help organizations crafting functional, technical and managerial KPIs and also conduct training workshops on KPIs for difference audience types starting from the front line staff to the top management.

Process KPIs
Documenting process flow is a good way for process awareness and visibility. But in order to ensure the exact results, you have to setup the process controls and KPIs. Process KPIs can turn your running operations from supportive business as usual into a real value-driven operations. Process KPIs can empower your environment to achieve operational excellence.

“Think big .. Think Differently”
~Steve Jobs
Unleash performance excellence
Full-fledged performance excellence services

Performance Management Design
- Performance Management System Design
- Performance Governance
- Strategic Scorecard and KPIs Design

Performance Management Documentation
- KPI Documentation
- Process Documentation
- SLA & OLA Documentation

Performance & KPIs Consulting Services

Performance & KPIs Automation
- Select the proper performance software tools
- Map the process and KPIs requirements with the application functions
- Implementation management

Performance Audit and Assessment Tools
- Organizational Performance Index™
- Organizational Performance Radar™
- Organizational Maturity Assessment

Enterprise Performance Management (EPM)
- EPM Design and Implementation
- EPM Automation
- Performance Benchmarking

Performance Management & KPIs Implementation
- Organizational KPIs
- Individual KPIs
- Process KPIs
- Supplier KPIs
- Industry-specific KPIs
Resilience& tailored in-house corporate programs that is followed by series of coaching sessions and assessment for individuals and entire organization’s units.

You can tailor your own organization’s transformation training programs by contacting: academy@resilienceand.co.uk

- KPI Documentation
- Process KPIs
- Individual KPIs
- Organizational KPIs
- Strategy and Business Planning Professional
- KPI Professional
- KPI Practitioner
- Performance Improvement Professional
- Employee Performance Management Professional

- Data Visualization Professional
- Data Analysis Professional
- Benchmarking Professional
- Supplier Performance Professional
- Personal Performance Professional
- Balanced Scorecard Management System Professional
- Innovation Performance Professional
- KPI, Dashboard and Scorecard for HR
- KPI, Dashboard and Scorecard for IT
Client’s Benefits

Key Deliverables
- Organizational Performance System
- Organizational KPIs
- Individual KPIs
- Balanced Scorecard
- Performance Management Index
- Corporate Scorecard and KPIs
- Corporate Governance Structure
- Policies, procedures and operational manuals
- Operational Controls

- Quality & Operational Excellence Controls
- Process Maturity Assessment
- Processes Charter
- Business Processes Manual for each department (AS-IS) & (TO-BE)
- Resources Skills Matrix
- Service Catalog

Key Standards & Best Practices
CBAP | OUM | PMBOK | ISO | ITIL | COBIT | EFQM
Corporate Governance Standards | Center of Excellence Models

Why Resilience & Strategy Practice?
- Globally recognized professionals
- Regional experience in MENA region, more than 30+ years
- Certified consultants
- Different industries’ exposure
- From SMEs to MEGA corporate engagements
- International partnerships with top-leading research and benchmarking institutes
- Operational excellence
- Dedicated business cases
- Senior consultants and partners deployed during the engagement
- Senior coaching during and after the engagement
Unleash performance excellence