



## Consulting services to perform a Fundamental Business Review (FBR) for a non-governmental organisation in the education/humanitarian services sector

### Client Issue

This NGO in the higher education sector had recognised that, after a decade of successful expansion, it was encountering a slow-down in development due to out of date procedures and administrative practices. The organisation had outgrown its own processes that had served it well in the initial stages of expansion.

### etc4CA Approach

Over a seven day period, a Fundamental Business Review (FBR) was performed by etc4CA, evaluating the key topics of: leadership and personal styles; vision, mission, strategy and goals; organisation structure; and, business processes and procedures. The NGO and educational leadership teams were interviewed and SWOT and hypothesis analysis was performed on the strategic situation, financial data, teaching curriculum and job descriptions.

### Value Delivered

Two critical issues were identified relating to leadership and long-term financial planning. Options were developed and presented to the NGO Board members along with the implications of the decisions being considered. By acting swiftly the Board was able to avert a potential crisis.

Proposals were also made for:

- Strategic review and goal re-setting
- Organisational restructuring
- Financial process improvement
- Personal development process improvement
- Capital Projects planning and controls

The client has now engaged etc4CA on a part-time basis to assist in an ongoing advisory capacity.

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