

## Our Firm's Profile

**Management International** is a Registered Firm under the laws of Malawi established with the sole purpose of providing high quality Management Consultancy and Training Services.

Its Partners and consulting staff possess a unique blend of knowledge, skills and experience in a broad range of disciplines that include Institutional Development, Economic and Policy Analysis, Capacity Building, Financial and Business Management, Project Management, Job Evaluation and Salary restructuring, Functional Reviews, Design of Terms and Conditions of Service, Training Needs Assessment, Training Plan Development, Organisational Analysis and Design, Performance Management, Baseline Surveys, Workshops and Seminar facilitation, Grants management, Micro-finance, Monitoring and Evaluation, Impact Assessments, Strategic Planning, Recruitment and Selection, Capacity Building and Assessments, and many more

## Our Mission

'To strengthen the institutional capacity of organizations in all sectors of the economy, to effectively and efficiently deliver on their mandates through the provision of innovative, high quality management consulting and training services, while ensuring a reasonable return on investment'



## Our Vision

'To be the leading provider of management consultancy and training services in Malawi and the Region

## Our Values

In the delivery of services, MI is driven by a passion for:

- Excellence
- Integrity
- Quality
- Professionalism

## Our Services

- Corporate Governance
- Institutional Strengthening
- Capacity Building and Training
- Strategic and Business Planning
- Conference/Workshop Facilitation and Management
- Recruitment and Selection
- Management Reviews and Organizational Development
- Job Evaluation and Salary Restructuring
- Programme Evaluations
- Policy Analysis and Development
- Needs Assessment Studies

Since its establishment in the year 2000, MI has been involved in a number of large-scale assignments of regional and national importance some of which are indicated below.

### © Corporate Governance

MI is active in the area of corporate governance as illustrated by governance improvement programmes conducted that have thus far involved:-

Tobacco Association of Malawi (TAMA);  
Agricultural Research and Extension Trust (ARET);  
Farmers' Union of Malawi (FUM);  
Malawi AIDS Counselling and Resource Organization (MACRO);  
Nkhotakota AIDS Service Organisation (NASO);  
Salima AIDS Service Organisation (SASO);  
WordAlive Ministries (formerly known as Blantyre Christian Centre);  
Adventist Health Services (AHS);  
Health Department of Livingstonia Synod;  
National Association of People living with HIV/AIDS in Malawi (NAPHAM);  
Malawi Network of People Living with HIV/AIDS (MANET);  
Nkhoma Synod Health Board; and  
Corporate Governance briefing for the Board of Trustees of the National AIDS Commission (NAC).

### © Institutional Strengthening and Organisational Development

Key assignments conducted by MI in this area include:-

#### **Functional (Institutional) Reviews/Appraisals of**

Malawi Institute of Management (MIM)  
Tobacco Association of Malawi (TAMA)  
Malawi Posts Corporation  
National AIDS Commission (NAC)  
National Audit Office (NAO) under the Ministry of Finance, aimed at operationalizing the new Public Audit Act;  
The Malawi College of Health Sciences;  
The National Association for People living with HIV and AIDS (NAPHAM);  
The Natural Resource College  
The Malawi Posts Corporation.

#### **Organizational assessments for:-**

Health Department of the Nkhoma Synod,  
Development AID from People to People (DAPP),  
National Association of People living with HIV/AIDS in Malawi (NAPHAM),  
Malawi AIDS Counselling and Resource Organization (MACRO) and  
The Farmers' Union of Malawi (FUM).

**Participation in:-**

Strengthening of the regulatory framework for public utilities re: Malawi Water and Energy Regulatory Authority, Malawi Communications Regulatory Authority, and Transport Regulatory Authority);

Development of a policy, legal and institutional framework for public private partnerships (PPPs);

Malawi Police Reform programme, by, among other things, conducting a Functional Review, developing a Human Resource and Development Strategy; developing planning and monitoring guidelines for project management, and developing Human Resource Management and Developing guidelines and Procedures;

Assessing staffing and management implications of rolling out the ARV programme in Namibia, with a bias on pharmaceutical staff.

The development of institutional and capacity building frameworks for the Malawi Agricultural Development Programme.

Reviewing the effectiveness of the National Coordinating and management structures for HIV/AIDS prevention, impact mitigation, and care in Botswana.

**Conducting/Facilitating**

The transformation of National Aids Secretariat (NAS) from a Government Department into semi-autonomous National Aids Commission (NAC) able to respond effectively to an expanded national response to the HIV/AIDS pandemic;

The Reorganization of Agricultural Development and Marketing Corporation (ADMARC) in conjunction with O&M Associates. The consultancy entailed reviewing the job grading structure, design of the salary structure, and review of the terms and conditions of service, the design of performance management systems, and development of supporting administration forms;

The revision of the Human Resource Policy Manual and Financial Operational Policies and Procedures for EveryChild Malawi;

Management Review and Analysis of the Malawi Red Cross Society

Review of Local Government Performance Systems;

Mandate Review of Malawi Interfaith AIDS Association;

Financial Review of Association of Christian Educators in Malawi (ACEM);

Organisation and Establishment Review of the Anti-Corruption Bureau (ACB);

Institutional Audit of Christian Health association of Malawi (CHAM).

Strengthening Court Administration – Malawi Judiciary under the Promotion of the Rule of Law and Civic Education Project.

**Reviewing/Assessing:**

Structures and potential for community participation in health care decision-making at sub-district level in Malawi.

Capacity of institutions likely to participate in the implementation of the UNFPA assisted Fifth Country Programme (2002-2004) in relation to the technical, managerial and financial functions at operational and strategic planning levels, required for successful attainment of Country Programme stated outputs. Based on the findings, developed a Capacity Building Plan (including pre-service, in-service, refresher training and continuing education; equipment and supplies provision) for successful implementation of the Fifth Country Programme;

## Organisational Structure and Performance Management Systems of National Roads Authority

### **Developed:-**

Performance Evaluation instruments for Smallholder Farmers Fertilizer Revolving Fund of Malawi (SFFRFM) for use for its staff. This was done in conjunction with Target Consulting

National Local Economic Development Framework and New Project Document for the UNDP/UNCDF Joint Programme on Water;

A Programme Management strategy for DANCHURCHAID;

Institutional Framework for Malawi Water and Energy Regulatory Authority (MWERA).

### © **Capacity Building and Training**

MI designs and delivers a host of management -training programmes both on an in-house and generic basis. Its training programmes include:

- Senior Management Skills
- Design of Performance Indicators
- Quality and Productivity Improvement
- Management Skills for Middle Managers
- Management Skills for District Health Managers
- Management Skills for School Heads
- Management Skills for Women Managers
- Job Evaluation and Salary Restructuring
- Managing Organizational Change
- Human Resource Management Skills
- Non Finance Managers Course
- Assessing the Effectiveness of Training
- Effective Supervisor
- The Effective Leader
- The Strategic Manager
- Strategic Planning
- Business Planning
- Project Management
- Human Aspects of Management
- Managing Service Quality
- Performance Management
- Training of Trainers
- Communications Skills
- Conflict Resolution
- Management By Objectives
- Developing and Managing Teams
- Recruitment and Selection
- Corporate Governance
- Chairing Meetings
- HIV/AIDS Mainstreaming
- HIV/AIDS Counselling

Negotiation Skills  
Managing Stress  
Customer Care  
Proposal Writing  
Public Relations

Programmes delivered on an in-house basis have included:

A performance management programme for the Malawi Government to support contract employment in conjunction with the Malawi Institute of Management;

Facilitated supervisory skills training for senior counsellors of MACRO;

Facilitated a project management workshop for Public Health Coordinators of the Health Department of the Synod of Livingstonia; and

Civil and Political space partners of the Danish Church Aid.

Management Development Programme for senior staff of National Initiative for Civic Education (NICE).

Supervisory Skills Programme for Agriculture Research and Extension Trust (ARET).

Team-Building Exercise for Celtel.

Team-Building Exercise for Premium TAMA.

Team-Building Exercise for Christian Health Association of Malawi (CHAM).

Management Development Programme for Premium TAMA.

Customer Care Training for staff of the Malawi AIDS Counselling and Resource Organisation.

Provided Human Resource Advisory services to CUMO Microfinance Ltd.  
 Designed and facilitated Supervisory Skills Programme for Premium TAMA.  
 Performance Management Programme for Roads Authority (RA).  
 Team building exercise for the Malawi Energy Regulatory Authority (MERA)

### © Strategic and Business Planning

MI has extensive experience and expertise in the facilitation and development of business and strategic plans. MI has facilitated the development of strategic plans for the following organisations:-

- Ministry of Youth Welfare, Sports and Development Strategic Plan – (Department of Poverty Reduction and Social Protection)
- Tobacco Association of Malawi Strategic Plan
- Ministry of Finance and Economic Planning – Strategic Plan
- Likuni Hospital Strategic Plan
- Assemblies of God Relief and Development Services (AGREDS)
- Malawi Human Rights Commission
- Christian Health Association of Malawi (CHAM)
- National Youth Council of Malawi (NYC)
- Usiwa Watha Credit Trust (Opportunity International)
- Malawi Water Partnership
- Nkhotakota AIDS Support organization (NASO)
- National University of Lesotho
- National Youth Council of Malawi
- Anti- Corruption Bureau strategic Plan
- Malawi AIDS Counselling and Resource Organization (MACRO)
- Adventist Health Services (AHS)
- Agricultural Research and Extension Trust (ARET).
- Environmental Affairs Department
- Lilongwe South Feed Making Project.
- Nkhoma Synod of the Church of Central African Presbyterian
- Ministry of Economic Planning and Development
- Association of Progressive Women
- Family Planning Association of Malawi (FPAM)
- Malawi AIDS Counselors (MAC)
- Coalition for Quality Basic Education

- Agricultural Research and Extension Trust (ARET) Strategic Plan Review

### © Conference/Workshop Facilitation and Management

MI has vast experience in conference, seminar and workshop organization and management, as well as facilitation. Assignments indicative of its capacity in this area include:

- Liverpool Associates of Tropical Health (LATH) to provide Logistical and Administrative support as well legal services to the on-going Sector Wide Approach Programme of the Ministry of Health and Population;
- Contracted by the Norwegian Embassy to manage the practical and logistical organization of the Global Fund Conference for Africa, a service that included conference management, provision of administrative, logistical, protocol and technical support services;
- Organised and facilitated an Intensive Learning and Implementation Workshop for Malawi Social Action Fund (MASAF);
- Organized and facilitated a workshop on Sustainable Social Economic Empowerment Programme Workshop for the Ministry of Women and Child Development;
- Facilitated a Workshop for Principal Secretaries on the Launch of a Human Resource Procedures on behalf of the Department of Human Resource Management and Development;
- Facilitated the 6<sup>th</sup> Joint Sector Review Meeting for the Ministry of Education and its funding partners on the Education sector SWAp; and
- Facilitated a Workshop for the Ministry of Education to review its Sector Strategic Plan and Policies.
- Facilitated a Staff Retreat for John Snow Inc.
- Facilitated the 9<sup>th</sup> Joint Sector Review meeting for the Ministry of Education and its key stakeholders for the review of National Education Sector Plan (NESP) and Education Sector Implementation Plan (ESIP)

### Recruitment and Selection

MI has extensive experience in the area of selection and recruitment. It has in the past, been contracted to facilitate recruitment exercises by institutions such as:-

PALADIN Africa LTD;  
 Embassy of Ireland;  
 The National Authorisation Office (NAO) of the Ministry of Finance;  
 EU/GOM Micro Projects Programme;  
 Maikhandu  
 Malawi Red Cross Society;  
 Malawi College of Health Sciences (MCHS);  
 The Natural Resources College (NRC);

The Tea Research Foundation; and  
National AIDS Commission.  
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### **Job Evaluation and Salary Restructuring**

MI has conducted several job evaluation and salary reviews. Among the organisations for which MI has provided this service are:

Tobacco Association of Malawi (TAMA)  
Malswitch  
Tea Research Foundation (TRF);  
National AIDS Commission;  
Natural Resource College;  
Concern Worldwide;  
Everychild Malawi;  
NAPHAM;  
Malawi Red Cross Society;  
Anti-Corruption Bureau;  
Agricultural Research and Extension Trust;  
CCAP Synod of Livingstonia Development Department; and  
Malawi Switch Centre Limited.  
Plan Malawi  
Development Department of Livingstonia Synod.

### **Surveys and Programme Evaluations**

MI has been involved in conducting studies and programme evaluations such as:-

Health Worker Performance, Retention and motivation study in Public, Private, and Faith Based Service providers, subcontracted by Abt Associates, USA.

Planning Basic Studies (Survey) for Public Service Charters on Legislative and Policy environment, Decentralisation and Service Delivery Challenges, for the Public Sector Reforms Unit.

Terminal Evaluation of a joint programme of the Malawi Government and UNDP known as the Enterprise Development and Employment Creation Programme (EDEP),

Mid-term Evaluation of the Malawi Decentralised Governance Programme,

Final Evaluation of the Malawi Decentralised Governance Programme

Review of the Extent of SMEs Involvement in Soya Bean Processing, a UNIDO WED programme

Assessment of the Poverty Alleviation Programme in Malawi.

Mid – term Evaluation for CARE Malawi on the Integrated Community Nutrition (ICON) Project.



Mid-term Review of the National Health Strategic Plan for the Ministry of Health of Zambia.

Mid-Term Review of the Implementation of the Strategic Plan for Agricultural Research and Extension Trust (ARET).

Participated in the Malawi Labour Market Survey for TEVETA

Impact Assessment of Technical, Entrepreneurial and Vocational Education and Training (TEVET) in Malawi for a ten year period (1999 – 2009).

### **Policy Analysis and Development**

In terms of Policy Analysis and Development MI was involved in:-

Development of an Economic Empowerment Policy and Action Programme for Malawi,  
Establishment of Policies, Procedures and Systems in General Administration and Human Resources Management for National AIDS Commission,

Development of Policies and Procedures for the Tea Research Foundation,

Review of the Synod of Livingstonia Health Board structure and policies and

Development of a National Gender Programme for Ministry of Gender and Community Services.

### **Needs Assessment Studies**

MI has participated in a number of Needs Assessments such as:-

Assessment of the Micro and Small Enterprise Development for Women Entrepreneurs in the Soya Bean Sector a United Nations Industrial Development Organisation (UNIDO) programme;

Training needs assessments for the then Department of Population Services (DPS);

EU funded training needs assessment with regard to knowledge and skills in planning and management in the four districts which are denoted Health Sector Reform and Decentralisation Project focus districts and Queen Elizabeth Central Hospital; and

Training Needs Assessment for the Ministry of Women and Child Development.

### **© General**

Under its portfolio of consultancies MI has been privileged to undertake assignments that are management related such as:-

- Monitoring of Procurements for the Decentralisation Programme funded by the NORAD;
- Development of a training schools proposal for CHAM;
- A feasibility study for the establishment of NASFAM's Training Institute;
- Updating and Improving of the Development Partners' Directory in Malawi, funded by DfID;

- Development of a Communications Strategy for the Swap Joint Programme of Work for the Ministry of Health;
- Working in association with O&M Associates reviewed the current tobacco levies by analyzing institutional set ups of key tobacco sector institutions, namely the Tobacco Control Commission, Agriculture Research and Extension Trust, and Auction Holdings Limited;
- Working in association with COWI of Denmark elaborated the Performance Fund for local authorities in Malawi; and
- Alignment of Central, Local and Communities in Malawi for Better Service Delivery.

WELCOME TO MANAGEMENT INTERNATIONAL

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