

TAG-Consult Services



Member of:

Talal Abu-Ghazaleh Global



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Talal Abu-Ghazaleh Global

Founded in 1972, TAG.Global is an international professional services group with more than 107 offices worldwide and non-exclusive strategic alliance agreements with various networks and individual firms thus enabling it to choose a firm best suited to its clients' needs in virtually every country in the world.

TAG-Global is the largest global group of professional services firms in the fields of Accounting, External Audit, Internal Audit, Corporate Governance, Taxation, Educational Consultancy, Economic and Strategic Studies, Management Advisory Services, Professional and Technical Training, Technology Transfer Project Management, Real Estate Management, Investors and Business Advisory Services, Human Resources and Recruitment Services, E-Government, E-Commerce, E-Education, IT and Security Audit, Web Design, Professional Interpretation and Translation, Website Arabization; Domain Names Registration, ICT Strategic Planning, ERP Consulting Services, IT and Internet Skills Training and Examinations, Intellectual Property News Agency, IP Business and Asset Valuation and Branding Services, IP Registration and Protection, Intellectual Property Renewals, IPR Protection and Management, Legal Services, and Public Offering.

We also provide Financial Consultancy, Commercial and Commercial Law, Projects and Legislation, Capital and Valuation services through our worldwide offices, liaison offices and representatives under the laws of each country.



Talal Abu-Ghazaleh Global








Talal Abu-Ghazaleh & Co. International	Abu-Ghazaleh Intellectual Property
Talal Abu-Ghazaleh Valuation	Talal Abu-Ghazaleh Translation
Talal Abu-Ghazaleh for Capital Services	Talal Abu-Ghazaleh University College for Innovation
Talal Abu-Ghazaleh & Co. Consulting	Talal Abu-Ghazaleh Legal
Talal Abu-Ghazaleh Information Technology International	Abu-Ghazaleh Project
Talal Abu-Ghazaleh Recruitment & Human Resources Development	Talal Abu-Ghazaleh Real Estate Management and Development

Talal Abu-Ghazaleh Societies

Talal Abu Ghazaleh & Co. Consulting (TAG-Consult)

Since its inception in 1972, TAG-Consult has worked closely with local and international clients to provide the best consulting services available. Relying on over 45 years of experience worldwide, as well as on its policy of supplying local as well as international expertise, TAG-Consult has acquired an outstanding record of success among its clients, which include many important agencies, international and Pan-Arab inter-governmental organizations, as well as leading national and international companies in manufacturing, banking, insurance and commerce, which have been assisted by TAG-Consult in addressing their complex business and management decisions.

TAG-Consult has a mandate not just to satisfy, but to also exceed the client's requirements. Across TAG-Global's offices worldwide, TAG-Consult has excellent access to information sources in these regions, particularly in Jordan, as well as the capacity to acquire the necessary expertise with different backgrounds and various specialties. TAG-Consult's policy of working closely with the client contributes highly to its achievement of the clients' targets and easily meet all expectations.

-  Archived documents by TAG.Global: **+150,000,000**
-  Trademarks in the IPPR database: **+2,000,000**
-  Scientific subjects in TAGEPEDIA: **+1,000,000**
-  Conducted projects' feasibility studies: **+10,000**
-  Restructured institutions by TAG.Global: **+4,000**
-  Qualified organizations to receive ISO certificates: **+400**
-  Members of the ISO International Committee since **1995**



TAG-Consult Vision

To provide innovative consulting solutions, integrated with the latest information technology & highest international standards to create long-term value for our clients.

TAG-Consult Mission

To offer a complete range of high-quality consulting services that would keep us on the top among consulting firms in our region. We will work hard to cover more and more geographical areas and business sectors within the coming years.

TAG-Consult Values

Ethics: Observe high ethical standards.

Partnership: Working with clients as one team.

Adding Value: Improve our clients performance.

Best Practice: Adhere the international standard.



TAG-Consult Services

Business Process Management:

- Policy & procedure Documentation
- Business Process Improvement
- Business Process Re-Engineering
- Business Process Control & KPIs
- Business Process Integration & Automation

Project Management:

- PMO Set-up
- PMO Re-Engineering
- Technology Transfer

ISO Management Systems & Excellence:

- Quality Management System (ISO9001)
- Environmental Management System (ISO14001)
- Occupational Health and Safety Management System (ISO45001)
- Information Security & IT Management Systems (ISO 27001 & ISO20001)
- Customer Satisfaction Management System (ISO10001 & ISO10002)
- Food and Safety Management Systems (ISO 22000:2005)
- Food Management System (HACCP) – Hazard Analysis and Critical Control Points
- Business Continuity System (ISO22301)
- Integrated Management Systems; (PAS99)
- System Transition for the new standards
- Excellence Award (EFQM)

Financial Advisory:

- Financial & Accounting Policies & Procedures
- Assets Management System
- Cost Accounting System
- Financial Risk Analysis
- Procurement System
- Fraud Investigation
- Charts of Accounts
- IPO

Strategic Planning & Performance Management:

- Strategic Planning
- Balance Score Cards
- Strategic KPIs
- Strategy Automation

Human Resources and Restructuring:

- Human Resources Policies and Procedures
- HR Function Assessment (Due Diligence)
- Job Description Development
- Human Resource realization
- Job Evaluation and Grading
- Performance Management
- Man Power Assessment
- Administrative Systems
- Organization Design
- Authority Matrix
- HR Systems

Business and Investment Services:

- Business Plan
- Feasibility Studies
- Social and Economic Studies
- Research & Analytical Studies
- Market Research & Sectorial Studies
- Customer Satisfaction Survey
- Mystery Shopper

Corporate Governance:

- Corporate Governance Framework
- Board of Directors' Charters
- Internal Control System

Business Process Management

Business Process Management includes reviewing current processes of the organization, streamlining them and excluding all non-value adding steps, development/mapping the new process, development of required SOPs and change management program to put the new processes in action.

Areas that undergo a process redesign may include, but not limited to, Human Resources and Personnel, Supply Chain, Sourcing and Procurement, Production, Customer Service, Service Delivery, Maintenance, Construction Management, Project Management, Tendering, Contract Administration, Quality Assurance and Control Accounting, Finance, Sales, etc.

Business Process Improvement (BPI)

Process Improvement efforts starts by focusing on defining, understanding and improving the activity flow within major processes. Process Improvement brings major reductions in cost, cycle time and error rates. It is vital for organizations to understand the new possibilities arising once such enhancements are introduced and implemented across and within their divisions.

Business Process Reengineering (BPR)

BPR includes performing a complete study of current organizational processes and introduction of the most appropriate division of functions to the departments; whether in operating or in administrative units. The study will investigate any inherent weaknesses, which impede performance, and focuses on functional links between various units, which may need to be merged or eliminated. Alternatively, it recommends the formation of new set-ups, if warranted, for the achievement of corporate objectives in the most efficient and cost-effective manner. The study often extends to examine staff needs to ensure that the appropriate levels are maintained, i.e. to prevent shortages or overstaffing. In addition, it deals with performance and productivity evaluation.

Policies and procedures Manual

The policy and procedures manual include a set of documents, which are required to ensure the effective operations of the organization. The policies and procedures are developed in line with the best practices in the sector/industry. The manual include a set of policies and procedures based on the processes that the organization possess. These documentation included but not limited to, governing and Human Resources policies and operational procedures.

Business Process Integration & Automation

Business Process Integration is essential for businesses looking to connect systems and information efficiently. Business Process Integration allows automation of business processes, integration of systems and services, and the secure sharing of data across numerous applications.

ISO Management Systems & Excellence Model

ISO Management systems include a broad portfolio of services within management systems of the organization for ISO certification. Developing and implementing ISO Management Systems in a wide variety of industries. Complete support is provided to the organization in developing of an efficient management system by providing the following consultancy services in ISO certification:

- Gap Analysis.
- Internal auditors training.
- Awareness training based on ISO standard.
- Risk assessment as per the requirement of the standard.
- Identification, assessment and prioritization of risks and impacts.
- Environment aspect/impact analysis & health and safety hazard assessment associated with processes.
- Performing Internal Audit of Management System as per the requirements of the standard.
- Documentation development including but not limited to policies, procedures, work instructions, SOPs, objectives, KPIs, matrix, criteria, forms, etc. as per the requirements of the standards.
- Assistance for rectification of the corrective actions.
- Assistance for management review meeting and selection of the certification body for certification audit.



TAG-Consult offers complete management consultancy for the following Management Systems:

- ISO 9001 Quality Management System.
- ISO 14001 Environmental Management System.
- ISO 45001 Occupational Health & Safety Management Systems.
- ISO 22000/
HACCP Food Safety Management Systems.
- ISO 27001 Information Security Management Systems.
- ISO 20000 IT Service Management Systems.
- ISO 22301 Business Continuity Management System.
- ISO 10015 Quality Management – Guideline for Training.
- ISO 10002 Customer Satisfaction – Complaint Handling.
- ISO 10001 Customer Satisfaction – Guidelines for codes of conduct for organizations.
- ISO 21001 Educational Organizations Management System.
- ISO 31000 Risk Management.
- ISO 50001 Energy Management.
- ISO 55001 Asset Management.
- PAS 99 Integrated Management System.
- EFQM The European Foundation for Quality Management Excellence Model.



Business & Investment Advisory

Business enterprises require a safe environment to operate securely towards further advancement. However, the security of business relies on many dimensions and variables. The following services, based on academic and professional sources, guarantee that the organization would be able to secure their position in the market:

Feasibility Studies

A feasibility study is performed for a successful design and implementation of a project, this includes examining current trends in all relevant domains and taking into consideration marketing, technical, organizational and financial issues pertinent to a project in order to provide a comprehensible report, which ascertains the likelihood of the project's success.

Business Plans

A business plan is an expression of the company's vision. Success and credibility of such a plan are ensured when the vision is truly global and builds upon the present success of the company.

In order for us to help you achieve your objectives, we strive to provide you with detailed guidance regarding your business operations and your financial strategies and goals.



Market Research & Sectorial Studies

In an era where global markets are witnessing numerous fluctuations and changes, this service provides clients with a comprehensive picture of their business prospects that includes the following:

- Market studies and research.
- Consumer purchasing power and market analysis.
- Marketing strategies.
- Distribution plans.
- Macroeconomic and microeconomic variables.
- Promotion studies.
- Consumer preferences analytical studies.

Social and Economic Studies and Research

Most growing business entities base their decisions regarding business solutions and expansion on various economic factors. In this context, we provide the following services:

- Economic analysis.
- Sector and industry studies.
- Economic risk assessment and social economic impact assessment.

Mystery Shopper & Surveys

Mystery shopping (or secret shopper) is a practice of using unknown people as shoppers to anonymously evaluate customer service, operations, product quality, audit physical location among others. As the survey research and analysis provides a comprehensive picture of businesses and prospects on how to thrive in this environment within the framework of customers, market place, and competitors. In other word it provides an insight of the prices, supply demand, competitors, consumer requirement, and market opinion.



Strategic Planning & Performance Management

In the fast-changing modern world where every trend and factor is interdependent on all others, it is vital to be able to cope and live with change. This service include review of strong and weak points of every business as well as the search for new opportunities and the mitigation of possible threats will offer an organization or a company the direction to move ahead. Possible monitoring of current trends in technological, social, political, and economic developments will provide information necessary to adapt changes and to continue to grow.

Strategic Planning

Strategic planning undertakes to help develop and update a plan, followed by determining top priorities and short-term goals. We run SWOT, PEST and other sophisticated analysis aimed at adopting a strategy as a function of external (threats, opportunities, future trends, new competitors, new competitor products) and internal (weaknesses, strength, potential resources, expertise) factors. TAG-Consult also provides its clients with an action plan that outlines methods needed to reach short-term and long-term goals.

Performance Management System

A system which assists in measuring and evaluate performance of resources such human resources, financial performance, internal processes performance, so to increase the efficiency of the organization. Balance scorecard and KPI's are an example of a performance management system.



Project Management

Project management services includes PMO Set-up, PMO Re-engineering and technology transfer. These services help the organization to establish and enhance the PMO function at various levels within their organization, depending on client requirements.

The PMO must be aligned with the business strategy of your organization. The PMO ensures project governance in terms of quality, scope, budget, and schedule. PMOs bring consistent processes and disciplines across your enterprise so that projects are managed in a like manner, regardless of size and scope. It provides management with information at a senior level to set direction, determine priority, release funding, and monitor the progress of your project portfolio.

PMO Set-up

This PMO framework is a guideline to establishing the "right" PMO infrastructure. The components include:

- Create PMO structure & mandates.
- Create PMO Processes.
- Create Project Management Capabilities.
- Create PMO Tools & Techniques.

PMO Re-engineering

The PMO Re-engineering process is a guideline to restructuring an existing PMO to better support the goals of our client organization. An effective execution of the process will lead toward increasing the effectiveness of the PMO as well as refocusing and remarketing the PMO. The PMO Re-engineering focuses on areas such as PMO purpose, alignment with business strategy, service offerings, and communications.

The Re-engineering process include:

- Define state of the current PMO.
- Define future state PMO.
- Define and implement the feature, function, and benefits of the future state PMO.
- Define, design and implement performance metrics of the future state PMO.

Technology Transfer

Technology transfer is a sophisticated process requiring substantial expertise in various areas. We make this process easier and more transparent for the organization by providing them with first-class mediation and consultancy services, tailor-made to meet their needs. We modifies its areas of focus to be in line with each market's demands. This is achieved through continuously screening the markets for the latest trends in areas of our specialization so that we can identify the markets that are in urgent need of technologies and can readily absorb them.

With unmatched connectivity and experience in the market, we have designed the “appropriate partner selection criteria” to help organization to reduce the risks and uncertainties often associated with transferring technologies to foreign business entities. We are able to do this by gathering and analyzing information about market potentials and targeted market segments, then identifying, meeting with, and presenting to our clients the most suitable potential business partners.

Having access to a database that comprises thousands of technologies available for trading worldwide. We offer our services to local companies wishing to expand and improve their businesses by utilizing both new and well- developed technologies a platform for trading such technologies, giving their businesses the extra edge to excel and prosper.

In order to meet the above tasks, following resources are utilized:

- Partnerships with international intermediaries (consultants, technology brokers, chambers of commerce, industrial associations).
- Strategic alliances with international technology transfer companies and centers.
- Proprietary database of thousands of clients and potential investors.
- Proprietary database of registered patents across the Arab region and worldwide.
- Personal connections, business meetings, workshops, specialized exhibitions, etc.

With the belief that successful planning for a technology transfer project is half the way to a successful collaboration, we provide our clients with a wide range of technology transfer consultancy and complementary services, ranging from conducting feasibility studies and strategic business planning to market research and evaluation, to the preparation of operation manuals, negotiation and drafting of legal documents.

Supported by a team of multi-disciplinary professionals, TAG-Consult is able to serve each client’s individual needs, laying the path for successful technology transfer.



Human Resources and Restructuring Services

Human Resources Systems

Human Resources systems aim at keeping employees updated, involved, and committed in the overall strategy of the organization. We offer the following services in the area of human resources management:

- Policies and Procedures, Succession Planning, and Manpower Planning.
- Job Analysis, Job Descriptions, Job Evaluation, and Job Classification.
- Management and Skill-Based Development.
- Organizational Design and Restructuring.
- Human Resources Management Strategy.
- Salary Surveys and Salary Structures.
- Performance Evaluation Systems.
- Staff Relations.

Restructuring and Remapping

The restructuring process aims at greater efficiency and adaptation to changing markets. Spin-offs, recapitalizations, strategic buyouts and major management realignments are all developments frequently associated with corporate restructuring.

To guarantee that your operations become much leaner, more efficient, better organized, and better focused on your core business, our experts will offer assistance during any changes in your organization, whether they involve corporate management changes, sale of underutilized assets, reorganization of functions, refinancing of your debts, or any similar developments.



Financial Advisory

With its connections, background and reputation in the financial community, TAG-Consult provides a variety of financial advisory services to its clients to help them develop a secure, efficient, and profitable financial system. Our primary goal would be to provide the type of financial operations, which would easily track financial events, provide financial information significant to the financial management of a company or an organization, and/or required for the preparation of financial statements. Whether automated or manual, we will consider all the aspects of the financial system to help integrate and improve all procedures, controls, data, hardware, and support personnel included within financial operations.

Our services include, but are not limited to the following:

- Financial and Operational Due Diligence Systems.
- Reviewing and Improving Accounting Operations.
- Financial & Accounting Policies & Procedures.
- Loss and Cost Reduction Systems.
- Projection and Forecasts Systems.
- Assets Management System.
- Financial Risk Analysis.
- Procurement System.
- Fraud Investigation.
- Costing Systems.
- IPO.



Corporate Governance

Corporate governance is a cornerstone of sustainable business development and attracts growing attention from regulators and investors.

By allowing companies to respond properly to external challenges, TAG-Consult offers a full range of corporate governance services including but are not limited to the following: comprehensive diagnostics of corporate governance system, improvement of the risk management system and processes, development of codes for corporate governance, assessment of the board of directors and board committees work and assessment of corporate governance as a part of preparations for an IPO.

TAG-Consult's approach to corporate governance services is based on many years of our professionals' practical experience and best practices. We constantly improve our methodology and adapt our services to meet the needs and specific requirements of each individual organization.



Sustainability & Renewable Energy Services:

Sustainability is a broad and complex concept, which has grown to be one of the major issues in the energy production industry. The idea of sustainability involves enhancing the quality of life by ensuring the efficient use of resources and optimum performance, thus decreasing the overall costs, empowering companies during time of economic crisis.

TAG-GLOBAL provides certain services to meet a number of specific objectives: resource and energy efficiency; pollution prevention; mitigation of noise; improved indoor air quality; harmonization with the environment.

Furthermore, the services provided by TAG-GLOBAL to assure sustainability and green environment are:

Energy Management Services:

- Energy Auditing Services.
- Renewable energy research and studies.
- Energy Performance Contracting.
- ISO50001, Energy Management System.
- Green building rating tools such as LEED Certification, BREEAM, ESTIDAMA.

Environmental Services

- Environmental Impact Assessment studies.
- Waste Management.
- Water Auditing.
- Carbon Footprint Audits.
- ISO 14001, Environmental Management System
- Environmental feasibility studies.



Property Management Services:

TAG.Global offers a variety of services in the field of Property Management with the aim of reducing the effects of economic crisis to our clients and providing them with the most suitable solutions. These services include the following:

- Property management services.
- Research services related to property management.
- Property Evaluation services.
- Property Development services.
- Property Brokerage services.
- Contract Management.
- Evaluation of movable and immovable assets.
- E-Solutions of Property Management.
- Property advisory services for investment and correct decision-making related to property management.

Investment-consulting services are also offered including:

Following-up with the concerned authorities on all required procedures relating to building and project permits (license), public works permit applications and their renewal, following-up applications for acquiring professional licenses and their renewal among many other related services.



E-solution consultancy services

Over the past 20 years, our ICT consultants gained extensive experience in the software engineering field that enables us to provide a wide range of world-class E-Solutions consulting services. This includes conducting comprehensive analysis of existing systems, mapping out roadmaps towards the introduction of new solutions, and guiding you regarding all of your software and technology issues. Our services include, but not limited to, the following:

- Application Concept Development.
- Requirements Analysis and Technology Selection.
- Software Development Process Optimization Using Agile/Scrum.
- New Technology and Architecture Adaptation Advisory.
- Technology Integration Roadmap Development.
- Technology Architecture Design.
- Project Management Plan Review and Enhancement.
- Software Quality Assurance.
- Software and Mobile Application development Consultancy
- Problem Solving and Performance Improvement.



TAG-Consult Team



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TAG-Consult
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Director



Muhannad AlShanti
TAG-Internal Audit
Regional Manager



Khaled Abu Osbeh
Advisor to The
Chairman - Canada



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TAGUC Consulting
Center Director



Berj Vartenian
Executive Director
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Shahid Halling
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Director, TAGITI



Reyad Al-Noubah
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Malik Hamdan
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Manager



Mahmoud Khalafawi
Executive Director
Bahrain



Nibal Abu-Ghazaleh
Executive Director
Dubai



Ali Salamah
Executive Director
Jeddah



Marwan Abu-Sahyoun
Executive Director
Iraq



Thaer Al Farra
Executive Director
Qatar



Sherine El Maghraby
Executive Director
Egypt



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Reyadh



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Fatima Alasfour
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Mohamed Diab
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Bajes Ibrahim
Consultant

for professional services, education, capacity building and intellectual property

tag.global

JORDAN (The International Office):

① Amman - Corporate House ② Amman Office ③ Amman (University) ④ Irbid ⑤ Maan

ASIA

TAG.Global Offices: AFGHANISTAN: ⑥ Kabul, BAHRAIN: ⑦ Manama, BANGLADESH:

⑧ Dhaka, CHINA: ⑨ Beijing, ⑩ Chengdu, ⑪ Guangzhou, ⑫ Shanghai, INDIA: ⑬ Bangalore,

⑭ Mumbai, ⑮ New Delhi, INDONESIA: ⑯ Jakarta, IRAN: ⑰ Tehran, IRAQ: ⑱ Baghdad,

⑲ Erbil, KAZAKHSTAN: ⑳ Almaty, KUWAIT: ㉑ Kuwait, LEBANON: ㉒ Beirut (AGIP),

㉓ Beirut (TAG-Audit), MALAYSIA: ㉔ Kuala Lumpur, OMAN: ㉕ Muscat, ㉖ Salalah, ㉗ Duqm,

PAKISTAN: ㉘ Karachi, ㉙ Lahore, PALESTINE: ㉚ Gaza, ㉛ Ramallah, QATAR: ㉜ Doha,

RUSSIA: ㉝ Moscow, SAUDI ARABIA: ㉞ Khobar, ㉟ Riyadh, ㊱ Jeddah, SRI LANKA: ㊲ Colombo,

SYRIA: ㊳ Damascus, THAILAND: ㊴ Bangkok, TURKEY: ㊵ Ankara, UNITED ARAB

EMIRATES: ㊶ Abu-Dhabi, ㊷ Ajman, ㊸ Al-Ain, ㊹ Hamriya, ㊺ Sharjah, ㊻ Dubai, ㊼ Jebel Ali,

㊽ Ras Al-Khaimah, ㊾ Um Al-Quwain, ㊿ Fujairah, UZBEKISTAN: ① Tashkent,

YEMEN: ② Sana'a.

Liaison Offices: AUSTRALIA: ③ Sydney, CHINA: ④ Hong Kong, JAPAN: ⑤ Osaka,

SINGAPORE: ⑥ Singapore, SOUTH KOREA: ⑦ Seoul, TURKEY: ⑧ Istanbul.

AFRICA

TAG.Global Offices: ALGERIA: ⑨ Algeria, CAMEROON: ⑩ Douala, DJIBOUTI: ⑪ Djibouti,

EGYPT: ⑫ Cairo, ETHIOPIA: ⑬ Addis Ababa, KENYA: ⑭ Nairobi, LIBYA: ⑮ Tripoli,

MOROCCO: ⑯ Casablanca, NIGERIA: ⑰ Abuja, SUDAN: ⑱ Khartoum, TANZANIA: ⑲ Dar es Salaam,

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SWITZERLAND: ㉚ Geneva, ㉛ Zurich, POLAND: ㉜ Warsaw, SPAIN: ㉝ Madrid,

UNITED KINGDOM: ㉞ London.

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VENEZUELA: ㊷ Caracas.

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