



Our Mission

"To provide our customers with the expertise required to formulate strategies, concepts and breakthrough business processes that will turn their organizations into leaders in their field".

Our Vision

"To be known as a center of excellence in modern management methodologies and as a source of research and training in our field".

KPA was founded in 1990 to improve the competitive position of its customers by promoting the implementation of advanced management methodologies. The company is currently involved in a wide range of organizations from the industrial, service and public sectors.

KPA provides expertise in practical tools, techniques and methodologies for attaining and maintaining competitive position and quality leadership. We provide a variety of services, which form the foundation for the unique, integrated and tailored consulting packages offered to our customers.

1. Strategic Consulting

- ✓ Strategic planning and on-going consulting
- ✓ Creating and managing of joint ventures
- ✓ Strategic Quality Management
- ✓ Management Dashboards
- ✓ Management of real options and project portfolios

2. Customer Satisfaction Surveys and Market Research

- ✓ Appraisal and Implementation Methodology (*AIM*)
- ✓ Event driven surveys
- ✓ Outsourcing SLA surveys
- ✓ Customer profiling and identification of customer needs
- ✓ Testing for market potential
- ✓ Laddering methodology

3. Organizational Development and Employee Surveys

- ✓ Enterprise knowledge Development
- ✓ Change Management
- ✓ Training, management consulting and management development
- ✓ Workforce satisfaction surveys
- ✓ Internal supplier-customer surveys
- ✓ Performance appraisal and compensation systems

4. Analytical Methods

- ✓ Six Sigma training and implementation
- ✓ Industrial Statistics, SPC and DoE
- ✓ Risk Management and Credit Scoring
- ✓ Software Quality Engineering
- ✓ Data mining and text mining
- ✓ Biostatistics and design of clinical trials

We measure our success by our customers' success