تطوير

TATWEER

Performance Enhancement Through People & Processes

EVEN THE BEST HAS ROOM
FOR IMPROVEMENT

AL AIN WILDLIFE PARK & RESORT
In touch with nature
متنزّه العين للحياة البرية أقرب إلى الطبيعة

UNITED ARAB EMIRATES
PROTOCOL DEPARTMENT – DUBAI
الإمارات العربية المتحدة
دائرة التشريفات والضيافة – دبي

ADGAS
ادغاز

Petrofac P

اتصالات
etisalat

Welcare Hospital

Emirates

Spinneys

CROWNE PLAZA
HOTELS & RESORTS

VM

ADNOC
ادنوك

WOODS BAGOT

BAUER

مجلس أبوظبي للتعليم
Abu Dhabi Education Council
Education First

UAEXCHANGE
Service is our Currency

gc

EMIRCOM
Global Technology Delivered locally

مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

مجلس أبوظبي للتعليم
Abu Dhabi Education Council
Education First

UNITRA

الصكوك الوطنية
NATIONAL BONDS
Shari'a Compliant Savings & Investments

EMDAD LLC
امداد

GASCO
جاسكو

JOTUN

بلدية دبي
DUBAI MUNICIPALITY

DAMAC
PROPERTIES

ROYAL JET
رويال جت
YOUR FLIGHT

acciona

NDC
شركة الحفر الوطنية
NATIONAL DRILLING COMPANY

غرفة تجارة وصناعة أبوظبي
ABU DHABI CHAMBER OF COMMERCE & INDUSTRY

Al-Futtaim

aramex
delivery unlimited

ABOUT TATWEER

Tatweer is a subsidiary of the reputed Al Bawardi Enterprises, a 100% U.A.E national company. Tatweer was formed in 1997 as a result of the merger of two business units in the group; Al Bawardi Quality and Al Bawardi Training. Tatweer combines the synergy of strategy, strengths and resources to comprehensively address an organization's Purpose, Process and People Enhancement needs. Tatweer has been instrumental in Abu Dhabi's quality history with initiatives such as Quality Conferences, Quality Evenings, Excellence Awards, U.A.E Business Incubations, Auditor certifications and so on. We have a proven track record of training 14,500 professionals and have professionally assisted more than 350 companies in achieving certification to ISO 9001, ISO 14001, BS OHSAS 18001, ISO 20000, ISO 22000, ISO 26001 and ISO 27001 International standards. Tatweer's human asset comprises of highly educated and experienced consultants and trainers with a collective man-experience of more than 115 years on management systems, International standards and Excellence awards. Our strong association and partnership with market leaders have helped establish us as trendsetters who are renowned for transferring practical knowledge and skills. This in turn helps us in providing unique and customized business solutions to our valued clients.

Tatweer's vision is to be the value-added management system consultancy and training solution provider of choice in the U.A.E.

Tatweer's mission is to assist clients in achieving business excellence, conformity to best practices, international standards and e-readiness, by providing total consultancy and training solutions.

At large Tatweer aims at enhancing management system awareness in the UAE by being the main source for providing valuable reference material as well as guiding management system professionals.

Our goal is to be your one-stop business performance improvement partner. We will strive to achieve this by:

• Offering systematic, customized and practical management solutions based on real situation clients.

• Integrating the four main management elements of strategy, organization, process and IT.

• Transferring management technologies and methods to clients initiatively.

• Concentrating on introducing and implementing management reform into clients' organizations.
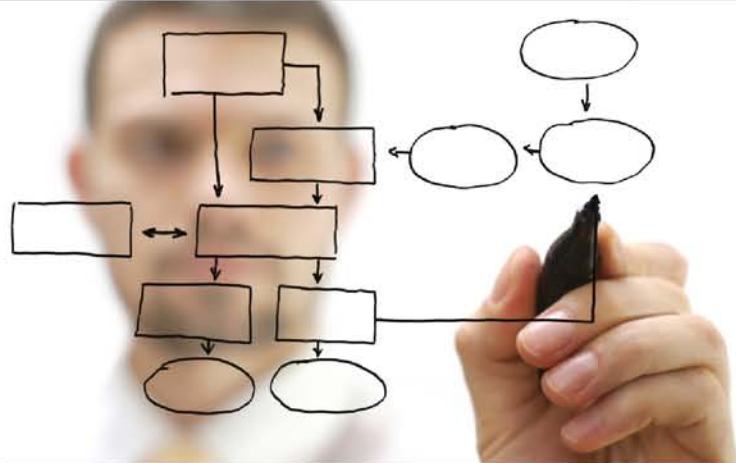
MANAGEMENT SYSTEMS

Tatweer provides the most exhaustive suites of Management System Standard consulting services to help companies plan, design, implement, monitor, control, improve and enhance their ISO management system. Our Management System consultants are known for being innovative, simple, practical and effective resulting in an implementation process that is value adding to the operations process of the organization.

Tatweer provides value add-ons through:
1. Integrated Process Model and Structured approach for increased productivity and profitability.
2. Our years of professional expertise in field of Engineering, Environmental & others service Industries.
3. Enhanced Customer Satisfaction and Optimized Certification time frame.
4. Increased Productivity and Continual Improvement Process.
5. Reduced Documentation and better Data Analysis.
6. Enhanced staff motivation and Competitive advantage.
7. Optimal use of resources.
8. Value-added services for international and national standards, specifically for clients who are looking beyond just certification process.
9. Leaping the organization management systems into an excellence world through awards such as Sheikh Khalifa Excellence Award (SKEA), Dubai Quality Award (DQA), Princess Haya Award for Special Education (PHASE) and Gulf Excellence Award.

Tatweer provides consultancy services for:

1. ISO 9001 Quality Management Systems
   The ISO 9001 has been designed to help organizations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to the product.

2. ISO 14001 Environmental Management Systems
   Partially similar to the ISO 9001, the objective of the ISO 14001 is to help organizations:
   (a) Minimize how their operations (processes etc.) negatively affect the environment (i.e. those that cause adverse changes to air, water, or land);
   (b) Comply with applicable laws, regulations, and other environmentally oriented requirements
   (c) Continually improve in the above.

3. OHSAS 18001 Occupational Health and Safety Management Systems
   OHSAS 18001 exists to help all kinds of organizations which intend to put in place demonstrably sound occupational health and safety performance. It is widely seen as the world's most recognized occupational health and safety management systems standard.

4. ISO 20000 IT Service Management
   This is the first international standard for IT Service Management developed, to reflect best practice guidance contained within the ITIL (Information Technology Infrastructure Library) framework, although it equally supports other IT service management frameworks and approaches including Microsoft Operations Framework.

5. ISO 22000 Food Safety Management System
   ISO 22000 is a standard that has been aligned with ISO 9001 and developed by the International Organization for Standardization dealing with food safety.

6. ISO 26001 Corporate Social Responsibility Management
   This ISO standard was originally released on 1 November 2010 with the primary purpose of providing guidelines for Social Responsibility (SR).

7. ISO 27001 Information Security Management Systems

This standard explains the purpose of an Information Security Management System (ISMS), a management system similar to those recommended by other ISO standards such as ISO 9000 and ISO 14000, used to manage information security risks and controls within an organization. Bringing information security deliberately under overt management control is a central principle throughout the ISO/IEC 27000 standards.

8. ISO 29001 Oil and Gas Specific Quality Management Systems

This standard defines the quality management system requirements for the design, development, production, installation and service of products for the petroleum, petrochemical and natural gas industries.

9. ISO 50001 Energy Management Systems

Using energy efficiently helps organizations save money as well as helping to conserve resources and tackle climate change. ISO 50001 supports organizations in all sectors to use energy more efficiently, through the development of an energy management system.

10. SKEA (Sheikh Khalifa Excellence Award)

The Sheikh Khalifa Excellence Award (SKEA) program is not only an award, but a complete program providing the roadmap and benchmark pertaining to Quality & Excellence,

11. SKIA (Sheikh Khalifa Industry Award)

The Sheikh Khalifa Industry Award is a continuous process for assessing management's efficiency and approach to quality. It is the oldest quality award in Abu Dhabi and the only such award in the UAE specifically for manufacturing industry. Its objective is to improve the development of the industrial sector in Abu Dhabi by promoting the use of the principals of 'total quality'.

12. DQA (Dubai Quality Award)

The Award was introduced as a means of improving the standards of businesses operating in Dubai, thus boosting external and internal trade. The Award is presented to those companies that have demonstrated a commitment to best practices in their respective fields.

13. PHASE (Princess Haya Award for Special Education)

This Award provides best practices for institutions in educating and rehabilitating special needs according to international standards and distinguished quality programs, creating a competitive and qualified environment that is capable of advancing and sustaining future services.

14. API (American Petroleum Institute) Specialization

Global demands and an increasingly competitive business environment in the oil and natural gas industry have created new measures by which organizations must demonstrate their capabilities. Today, organizations must prove that they can consistently meet customer requirements and internationally valued standards. API's Certification Programs provide the opportunity for organizations to do just that.

15. ADEHS (Abu Dhabi Environment Health and Safety Systems)

The Environmental Health and Safety Management Systems (EHSMS) Regulatory Framework has been developed by the Abu Dhabi Government to outline a well-defined and structured EHSMS to be adopted and the requirements to be met by entities seeking to establish an EHSMS.

16. HACCP (Hazard Analysis and Critical Control Points)

This is a systematic preventive approach to food safety and biological, chemical and physical hazards in production processes that can cause the finished product to be unsafe and designs measurements to reduce these risks to a safe level. In this manner, HACCP is referred as the prevention of hazards rather than finished product inspection.

ENVIRONMENTAL SERVICES

It is the common understanding of the natural environment that underlies environmentalism — a broad political, social, and philosophical movement that advocates various actions and policies in the interest of protecting what nature remains in the natural environment, or restoring or expanding the role of nature in this environment. The primary goal of Environmental Management is compliance and waste reduction. Few companies in the U.A.E offer comprehensive Environmental Management services like Tatweer does, which is why we are proud to be part of an exclusive and elite list of companies in the U.A.E- one that is a member consultant of the Environment Agency-Abu Dhabi.

OUR SERVICES

I. Consultancy Services

Tatweer can help you to identify, assess and consult a wide range of environmental and sustainable issues. The consultancy's strength lies in its capabilities of economically integrating its environmental, engineering and scientific expertise into the existing market of the UAE.

CWM Accredited

Environment Agency Registered

Nadafa Accredited

I. LEGAL ENVIRONMENTAL & COMPLIANCE STUDIES

1. Environmental Baseline Survey (EBS)

EBS consultation by Tatweer encompasses an interdisciplinary survey of existing environmental conditions of the proposed project site in conjunction with a joint operational project plan. It also documents its risk history, excluding monitoring plan and mitigation measures. This survey is a requirement prior to conduction of environmental assessments (i.e. PER, SEA and EIA) to define the site's environmental setting and is a process content of environmental assessments.

2. Preliminary Environmental Reports (PERs)

Tatweer's conducts PER, meant for all small to medium size entities likely to pose only low cumulative environmental impacts. This report includes the project's description, its affiliated potential environmental impacts along with its alternatives, monitoring and mitigation plan.

3. Terms of Reference (ToR) Establishment

Tatweer can aid in identifying the type of assessment (EIA/SEA) you require to be in compliance and to sustain your commitments and targets towards the environment. We will assist you through the proposition of approach to conduct relevant assessments, concerned baseline data collection and monitoring plan.

4. Environmental Risk Assessment (ERA)

Tatweer conducts tailored ERAs for clients with the objective of placing relevant practices and policies in routine there by achieving reduced risks, having a system in place to minimize and measure risks and a pro-active approach to prevent risks.

5. Environmental Impact Assessment (EIA)

EIA is an elevated and comprehensive assessment consultation service by Tatweer, required by medium to large scale project developments and sites with no previous environmental studies, having potential significant impacts characterized from moderate to severe.

6. Environmental Compliance Auditing (ECA)

Tatweer enables its clients to effectively comply with environmental regulations, statutes and local laws through a pro-active and in-time approach thereby achieving the status of environmental due diligence.

II. WASTE MANAGEMENT

The mandate under "Law no. (21) Waste Management in Emirate of Abu Dhabi", necessitates every waste generator to develop, implement and maintain proper waste management practices for the preservation of environment through sustainable development. We optimally serve our clients for waste management to accomplish strategic compliance to existing applicable legislation. Under waste management services category we offer:

a) Waste Management Planning
b) Waste Reduction Studies
c) Waste Audits

III. AIR AND NOISE QUALITY MONITORING

As per the applicable federal and local environmental laws enforced by Environment Agency- Abu Dhabi and regulatory standards of AD EHSMS, it is mandatory for every entity to limit its emissions and noise levels up to Threshold Limit Values (TLV) and noise standards.

We can help you ensure your compliance to regulatory standardization and your commitments by our monitory services through;

a) Ambient Air Quality Assessment
b) Indoor Air Quality Assessment
c) Noise Pollution Assessment

IV. ERGONOMIC ASSESSMENTS

If you want to decrease the occurrence and severity of work related injuries in your office and at the same time increase the productivity and health of each worker, you can ask us for:

a) Ergonomic Risk Assessment
b) Training on Ergonomics Awareness
c) Ergonomics Management Plan

V. TRAINING SERVICES

Tatweer is the leader in environmental, management systems and soft skills trainings. Our comprehensive environmental trainings are designed to provide cutting edge learning solutions in such diverse disciplines:

1. Cleaner Development Mechanism (CDM)
   This training course is tailored to help Tatweer clients develop the relevant skills in development of fundable proposals in the field of energy, environment and climate change based on CDM rules and procedures.
2. Environmental Awareness
   This course is aimed to help you develop your environmental performance goals, to achieve your organizational values through the control of human interaction with the environment.
3. Cleaner Production Techniques
   If you want to increase your profits, reduce production costs, enhance productivity, improve staff motivation and product quality, register for our training on Cleaner Production Techniques which involves quick key steps to ensure maximum return on investment and low risk to human beings and the environment.

VI. CORPORATE SOCIAL RESPONSIBILITY (CSR) DEVELOPMENT

Coding Green Gene

As a CSR development, you can register with the Coding Green Gene Project, that focuses on the proven factor of social networking through school students. This is applicable with the component of Educational philosophy which is the appreciation towards practical education such as environmental awareness and best practices, since the purpose of education is not exclusively based on the development and the wellness of individual itself, but it also includes the enhancement and well-being of the whole society and nation as well as the protection of the environment we live in.

TATWEER SOFT SKILLS TRAINING

Soft skills is a sociological term relating to a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills which are the occupational requirements of a job and many other activities.

While your technical skills may get your foot in the door, your people skills are what open most of the doors to come. Your work ethic, your attitude, your communication skills, your emotional intelligence and a whole host of other personal attributes are the soft skills that are crucial for career success. The problem is, the importance of these soft skills is often undervalued, and there is far less training provided for them than hard skills. For some reason, organizations seem to expect people know how to behave on the job. They tend to assume that everyone knows and understands the importance of being on time, taking initiative, being friendly, and producing high quality work.

The workplace has evolved an interpersonal dynamic that can't be ignored. The acts of listening, presenting ideas, resolving conflict, and fostering an open and honest work environment all come down to knowing how to build and maintain relationships with people. It's those relationships that allow people to participate fully in team projects, show appreciation for others, and enlist support for their projects. We at Tatweer realize how important it is for you to recognize the vital role soft skills play within your team and not only work on developing them within yourself, but encourage their development throughout the organization. Through the array of trainings, workshops and Value-added services, we can help nurture your people and make them an invaluable asset to your organization.

SOFT SKILLS TRAINING

The lists of Soft Skills training provided by Tatweer include the following:

1. Quality and Excellence Culture Workshop
    This course is designed to provide you with the knowledge and techniques necessary to imbibe quality and an excellence of culture in accordance with the ISO 9001:2008. Through this workshop, participants will learn what it takes to develop a quality culture and contribute within the organization.

2. Training Needs Analysis
    Through this workshop, participants will learn the need and purpose to conduct a TNA. They will also learn the different types of analysis and what information would be required to conduct a TNA. At the end, they will also learn how to develop skills in order to present an effective training plan.

3. Self and Time Management
    The primary objective of this course, is to learn the important rules of time management, by identifying work-related and personal time wasters and generate ways to overcome them. Through this, you will learn to assist in developing a more proactive approach at work.

4. Employee Satisfaction Assessment Workshop
    Participants for this course will learn to define and understand Employee Satisfaction Surveys (ESS)/Employee Satisfaction Assessments (ESA). They will also understand the various issues that are involved in planning, developing and administering an ESA, apart from identifying considerations when selecting target respondents and gaining insights on interpreting and reporting ESA results.

5. Negotiation Skills
    Through this training, participants will be introduced to the concept of negotiation and how they would need to prepare before a negotiation. They will also be taught on the different stages of negotiation, and the various strategies and techniques they would need to employ in order to carry out a successful negotiation.

6. **Communication Skills**

    The need to communicate is a vital skill that one starts to develop right from birth. Yet there are some who are able to communicate far better than others. Our one day training will take you through an introduction to communication, the types of communication based on various factors, barriers to communications, strategies for effective communication and more.

7. **Advanced Presentation Skills**

    Showing one's presentation skills in the workplace is becoming a common practice and increasingly used as a measure of one's capability to explain and support one's peers and colleagues. Our training will guide you from the scratch on how to develop and organize your presentation content to preparing the presentation and developing your vocal skills. You will also be trained on a host of other important modules such as Flexible & effective delivery, use of visual aids and supporting material, handling questions from the audience and managing the presentation environment.

8. **Front Office Staff and Receptionists Excellence**

    Have you ever felt that you could be doing more as a front office staff or receptionist? Our training program will teach you on how you need to groom yourself and train yourself to communicate exceptionally and provide quality support while providing a professional image to the establishment's guests and colleagues.

9. **Brilliant Office Assistant of Today**

    This course opens new doors, to boost an office assistant's chances of a solid, blissful career. Whether they want to train for a new position, advance within the current company, or simply learn and acquire new skills to stay competitive in today's job market, this course can help. It is a simple workshop that covers all the basics of excellent office assistant training.

10. **Corporate Correspondence**

    Corporate Correspondence training takes email writing to a whole new level. Netiquette, as some may call it, proactively reinforces email etiquette providing top level, professional correspondence. This course covers the basics of email writing in the corporate world, tackling topics from parts of an email, its main purpose in the corporate world, how to utilize it and how it can make or break you and the company that you represent.

11. **Customer Oriented Service Program**

    This course is designed to improve the quality of service that you provide to your customers, in your business, staff and even in your innermost circle of friends or family members. Learn how to deliver excellent customer service to increase sales and profits, reduce customer complaints, build customer loyalty and foster employee teamwork and communication with this workshop. Catering to almost all industries, COSP provides you with tips and tricks on how to be an essential provider of exceptional customer service.

12. **Team Building**

    Through this course, you will understand the process that goes into team building and develop the necessary skills to temporarily modify one's behavior for the sake of the team in order to achieve better results. It will also help you to identify team strengths and opportunities for improvement.

13. **Achieving Operational Excellence at the work place through Goal Setting**

    This course is designed to provide you with the knowledge and importance of goals and goal setting apart from goal development, cascading and aligning goals, SMART goals, metrics to measure goals and delivering performance feedbacks in order to attain full-fledged operational excellence at the work place.

14. **Sales and Marketing Workshop**

    This hands-on, exercise driven program teaches skills that boost sales and profitability to anyone that has influence over the sales function. This program on the sales process, negotiations, communication skills, presentations, building and maintaining long lasting relationships and professional behavior are relevant to the working life of a salesperson. All these ingredients will be necessary for a sales team of the future. At the end of this training program, the trainee will be able to deal with local and international customers, by utilizing effective sales and communication skills.

15. **Performance Evaluation Management**

    Through this workshop, participants will learn the value of setting /monitoring measurable objectives at various functions and levels and recognize employees for their performance effectively. Trainees will also be taught how to create a useful balance scorecard for the organization as performance management tool and the impact of an employee's performance review while also learning how to improve managerial communication approach to employees.

16. **Making the Executive Secretary exceptional**

    As an essential member of a corporation, the exceptional executive secretary must be able to maintain a high level of service delivery to ensure that goals are met in the most efficient and timely manner. This course reinforces the importance of the role of the executive secretary, which contributes to the success of the entire organization, by addressing queries regarding proper secretarial functions, and effectively managing time while completing administrative tasks.

VALUE-ADDED SERVICES

1   Job Shadow Audit v/s Job Description Our job shadow auditors will shadow your employees for a specific time frame and observe their job routine and activities performed. Based on their observation, they submit an assessment with reviews on job performance, efficiency and measure to improve quality and performance and also to measure up to the area of function as defined in their job descriptions.

2   Customer Satisfaction Survey How would you know whether customers are happy with your product or if they had some feedback on improving your products unless you interact with them? Through our customer satisfaction surveys, we get to know what impresses the customers and what turns them to seek other brands. The surveys we provide you with, will basically act as mirror of what your business looks like from the outside. Using this information, we can then devise an action plan and strategy to take your business to higher levels of performance and success.

3   Development of Job Descriptions Job descriptions are an essential part of hiring and managing your employees. These written summaries ensure your applicants and employees understand their roles and what they need to do, to be held accountable. Through our vast experience, we can provide your employees with the perfect job descriptions that aptly describe and define their roles and functions.

4   Employee Satisfaction Survey Customer Satisfaction has become the norm and top priority for all companies in the present day scenario. However how would you be able to keep your customers satisfied if your own employees are not satisfied? Our training will ensure you of the best means to understand your employees through Employee Satisfaction surveys and better serve your customers through them.

5   Mystery Shopping Sometimes the best insight into making a product or service perfect is by getting to know what the customers want. Through our Mystery shopping reports, we will offer comprehensive information on how consumers are reacting to different marketing campaigns, store designs, promotions, etc. Our mystery shoppers are essentially the connecting link between consumers and business. In reporting their experiences, they help businesses understand how efficiently they are presenting themselves and their products to customers.

6   Company Communication Audit The art of communicating with people from different levels is slowly getting forgotten in this fast-paced world, however it is still a necessity rather than a liability. Through our one day training program, participants will be taught the various styles of company communication and how to vary in communication methods depending on the levels of company hierarchy.

- **Post Training Evaluations** The post training evaluations are designed for clients who wish to go beyond the training room and would like to focus on the implementation strategy. This methodological process is carried out in 4 phases through the use of survey tools, personal action plans, and post training tests and over all summarization of each individual trainee with respect to their level of understanding with scope for development.

TATWEER METHODOLOGY

Tatweer is your source for Professional Management Solutions. Our consultants are industry experts who understand your operations. They are highly skilled in identifying and bridging gaps so that your organization spearheads towards the road to excellence.

OUR METHODOLOGY IS BASED ON A 5-POINT PROTOCOL

1. Strategy identification-We identify the best strategy for our clients based on their requirements, needs and expectations.

2. Process targets- We then propose the process for the business, based on best standards and International practices.

3. People targets- We understand that the people in the organization are the best representatives of the company to the public, hence getting their awareness, involvement and empowerment through a process of competency enhancement is critical, thereby making them owners and champions.

4. Performance enhancement- We adopt an array of measures based on the data collected from the various processes, which act as process indicators and eventually target a continuous improvement process.

5. Project Scope- An analysis of the "As is" situation in the company is done and we then propose a total management solution to achieve the organizational goals.

PARTNERSHIP CONCEPT

A partnership as a shared commitment, where all partners have a right and an obligation to participate and will be affected equally by the benefits and disadvantages arising from the partnership. We believe in a 3-pronged approach to partnership: it is a strategic alliance and a long term relationship; one that strives for continuous improvement.
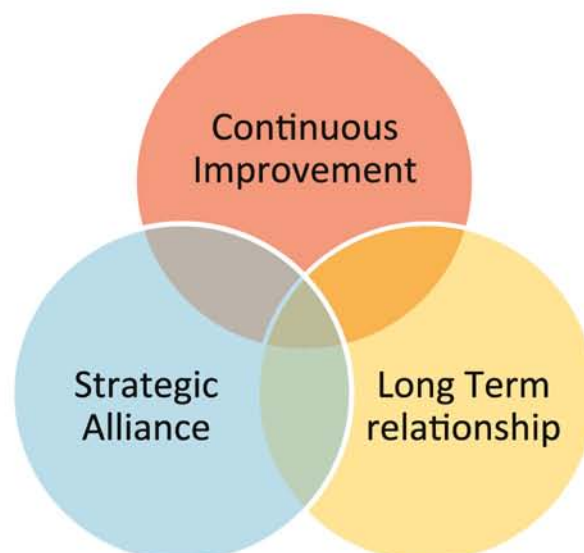
WHY TATWEER

Experience and Expertise- We have a proven track record and the long list of prominent clients that are spread across a diverse industry base, our experience and expertise. Our clients are our repeat customers, due to the trust and proven relationships that we forge with them.

Energy and Enthusiasm- We are the best at what we do, because we love what we do. We retain our enthusiasm because of the continuous faith that is reposed in us by our clients, thereby creating the perfect symbiosis of mutual respect and trust.

XPERIENCE

XPERTISE

NERGY

NTHUSIASM

BENEFITS FOR ENGAGING TATWEER SERVICES

- Higher level of confidence

- Quantifiable benefits

- Locally available with world renowned partners

- Utilization of state of the art electronic document management tools and techniques

- Thousands of on-the-job-man-days

- Hundreds of satisfied clients across various industry sectors