



APQC's 2011 Process Conference and Members Meeting

Chemonics International
An ISO 9001:2008 Certified Company

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OPPORTUNITY



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Guiding Pillars of Our Approach

- It's all about service (SA)
- Make it customized (CM, TECH)
- Do it right (CM, TECH)
- Make it sustainable and replicable (SA, CM)

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It's All About Service

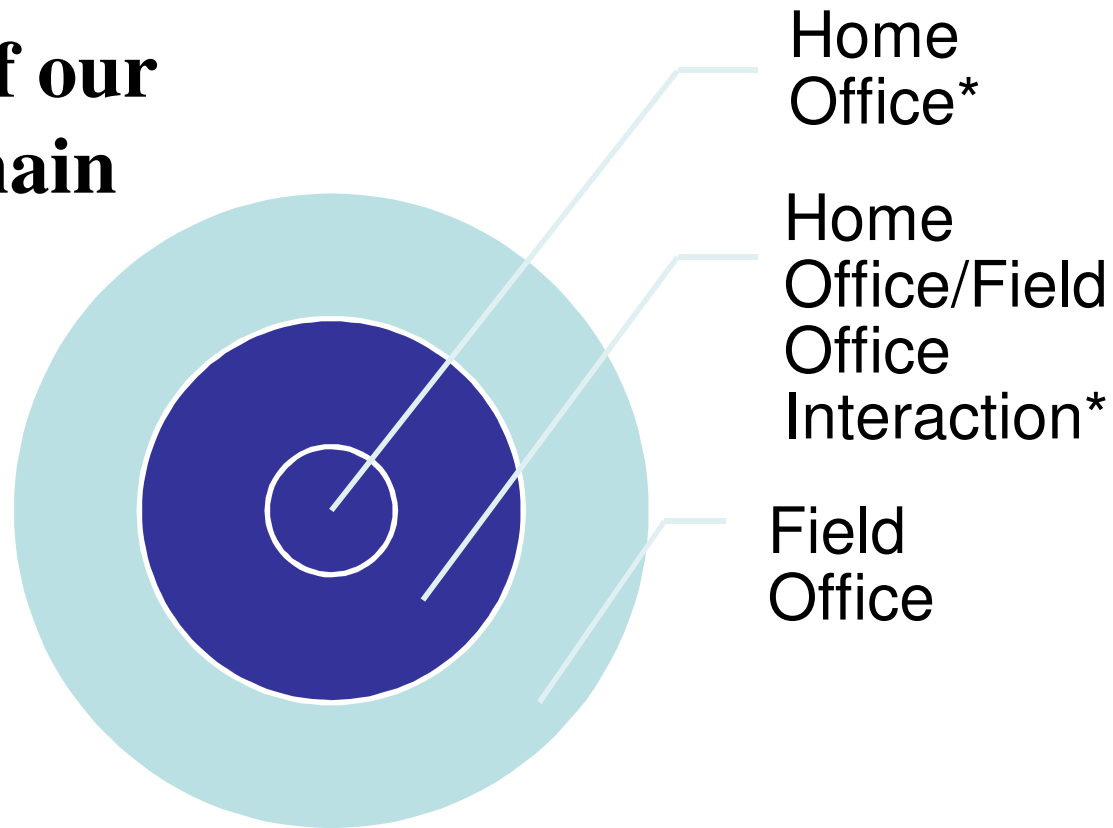
- Chemonics' key results, stakeholders, and strategic initiatives
 - **Client Satisfaction** (ISO 9001 QMS)
 - **Development Impact** (AIMS standards for project excellence)
 - **Staff Satisfaction** (Talent Management)
 - **Growth** (ESOP)





Make it Customized

Layers of our Value Chain



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Make it Customized

- Focusing on our Key Results
- Bottom-up approach to process documentation
- Documentation structure & ownership model

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Do it Right

- Staff access to the QMS
- Phased launch schedule

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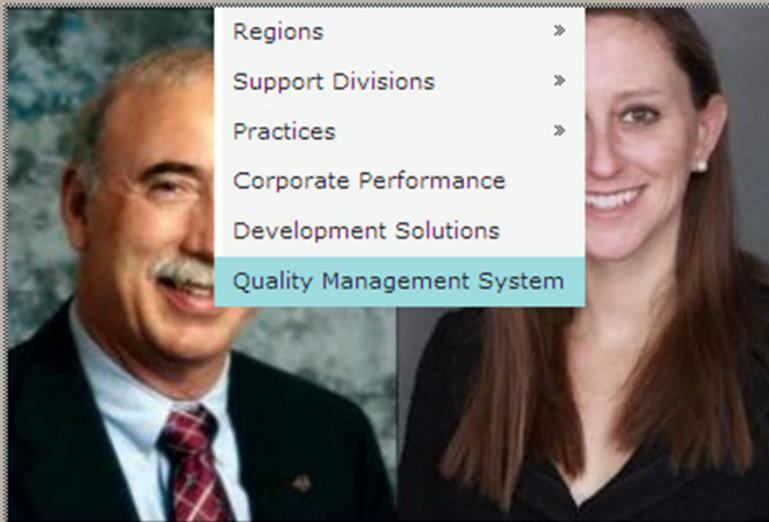
Chemonics Intranet Home Page

Welcome Tiffany Darabi ▾ | My Links ▾ | ChemTools | **QMS** | ChemCom | E-mail | TimeSite | ChemFin | Feedback | Help

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Home | Work | Life | My Site

DailyChem ▾



- Regions »
- Support Divisions »
- Practices »
- Corporate Performance
- Development Solutions
- Quality Management System

Meet Chemonics' Newest Board Members

Tuesday, November 08, 2011 - 8:56 AM

This story originally appeared in The Passport.

At its September meeting, Chemonics' Board of Directors elected Ron Gilbert and Patricia Seggerman to fulfill the additional external board member requirement established during July's employee stock ownership plan (ESOP) transaction.

Ron Gilbert, a long-time advisor to the board in ESOP matters, is the co-founder and president of ESOP Services, Inc., an international consulting firm specializing in ESOP applications. Patricia Teck Seggerman has a background in real estate transactions including land use, zoning, and commercial estate law.

[More »](#)



Heating Maintenance Work November 10

On Thursday, November 10, our building management company will be performing annual preventative

[More »](#)



Reminder: "We Do Know How" Book Launch Event

You are invited to a happy hour today from 4:30 p.m. to 6 p.m. to celebrate the publication of the book "We

[More »](#)



PIN Request 101

Would you like to gain a better understanding of the PIN request process? Could your team benefit from easy to use guidance on the

[More »](#)



Corporate Calendar

- » Tuesday, November 08 : Cost Preparer Training - Multisession Course: Subcontractor Budgeting
- » Tuesday, November 08 : Travel

EMT Update

EMT Meeting Notes | November 2, 2011



This week's EMT meeting featured a

Let's Go

Finding the Right New SVPs



This week I

Be in the Know

Want to be in the know about the stages that we all go through during big changes in our lives? Then




QMS Home Page

Quality Management System


Accessing Our QMS

Because people access information differently, the QMS provides several ways to access the information you need. Use whichever of the three methods below works best for your query.

 **QMS Advanced Search**


Use the DailyChem search feature to do keyword searches of QMS documents.

Search »

 **QMS Quick Links**

Pick a process map from a list of all high-level procedures or task-based work instructions.


Jump »

 **QMS Document Finder**

Start with all files in the QMS, then filter according to a range of criteria to find what you need.

Find »

Submit Suggestions



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QMS Landing Pages

Supporting Docs

Project Financial Management Procedure

[View Procedure \(opens in a new window\) »](#)

From the preparation of a proposal through project closeout, financial considerations greatly impact decision making. Chemonics has developed many tools and processes to ensure solid accounting and reporting throughout the life of a project.

Process map link

Project of the office and field office staff prepare the project budget, financial start-up activities.

Once the project begins, expenses that must be tracked that our client is given each month, the Financial Manager prepares an invoice and submits it from the month is due. Reports are prepared to help project and home office leadership see trends in the project's performance and make adjustments as needed.

In tandem with monthly cycle of expenses and invoices, the PMU continues to develop and adjust

Context Guidance Forms/Templates Samples Links

- [-] Project Financial Management Procedure
 - New Business and Project Billing Code Setup Work Instructions
- [-] Project Field Office Financial Lifecycle Work Instructions
 - Project Registration Work Instructions
 - Granting and Revoking Signatories in Corporate Bank / Home Office to Field Office Wire Transfers Work Instructions
 - Monthly Locals Expenditure Cycle Work Instructions
 - Foreign Bank Account Reconciliation Work Instructions
 - Standard Exchange Rate Work Instructions
 - Annual Budgeting Work Instructions
 - Project Monthly Invoicing Cycle Work Instructions
- [-] Monthly Analysis, Reporting, and Forecasting Work Instructions
 - Prime Contract Modification Work Instructions

Related processes



QMS Process Maps

Supporting Doc References

Project Communications Procedure
PCOM.PR.001, Rev.003, August 6, 2011
Process Leader: Development Solutions Group

Project Communications Procedure
PCOM.PR.001, Rev.003, August 6, 2011
Process Leader: Development Solutions Group

Purpose: To outline the process for communications planning and implementation throughout the project cycle. This references the requirements of ISO 9001:2008 sections 7.1, 7.2, and 7.5.1.

Scope: This applies to all USAID contracts.

Responsibility

- The start-up team is responsible for bringing the PMU up to speed immediately after contract award.
- The PMU has the lead throughout this process and confers with the COP and communications specialists as needed.

Internal References

Procedures

- Prime Contract Management Procedure (PRCM.PR.001)
- Client Consultation Procedure (CLCO.PR.001)
- Project Work Planning Procedure (WOPL.PR.001)

Work Instructions

- BIP and MP for Projects Work Instructions (PCOM.WI.001)
- Final Report Work Instructions (PCOM.WI.002)

Guidance

- Role of the Communications Specialist at Start-up Guidance (PCOM.GD.020)
- Guide to Communications at Start-Up (PCOM.GD.010)
- USAID-Branded Templates Master List (PCOM.GD.027)
- Tips for Using Chemonics Business Card and Letterhead Templates (PCOM.GD.022)
- PC Guide to Client Communications (PCOM.GD.014)
- PC Guide to Stakeholders Analysis (PCOM.GD.016)
- Questions for USAID at Start-up (PCOM.GD.018)
- Steps in Planning for Communications Guidance (PCOM.GD.011)

External References

- USAID
- USAID

Records

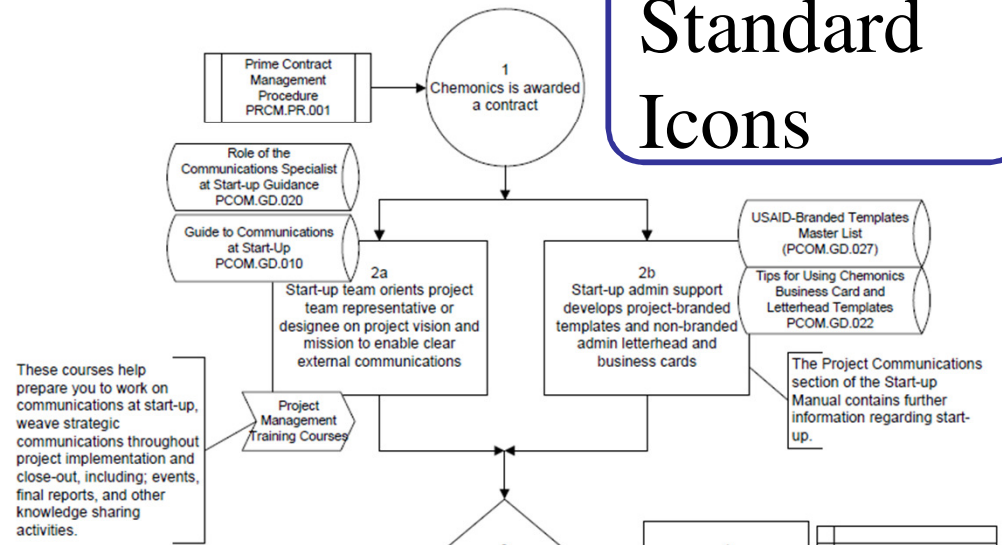
- Project

Acronyms

- ADS
- BIP
- COP
- FAQ
- MP
- PC
- PMU
- USAID

Standard Icons

Context





Make it Sustainable

- New hire trainings
- ‘QMS champions’ in every business unit
- Management Review

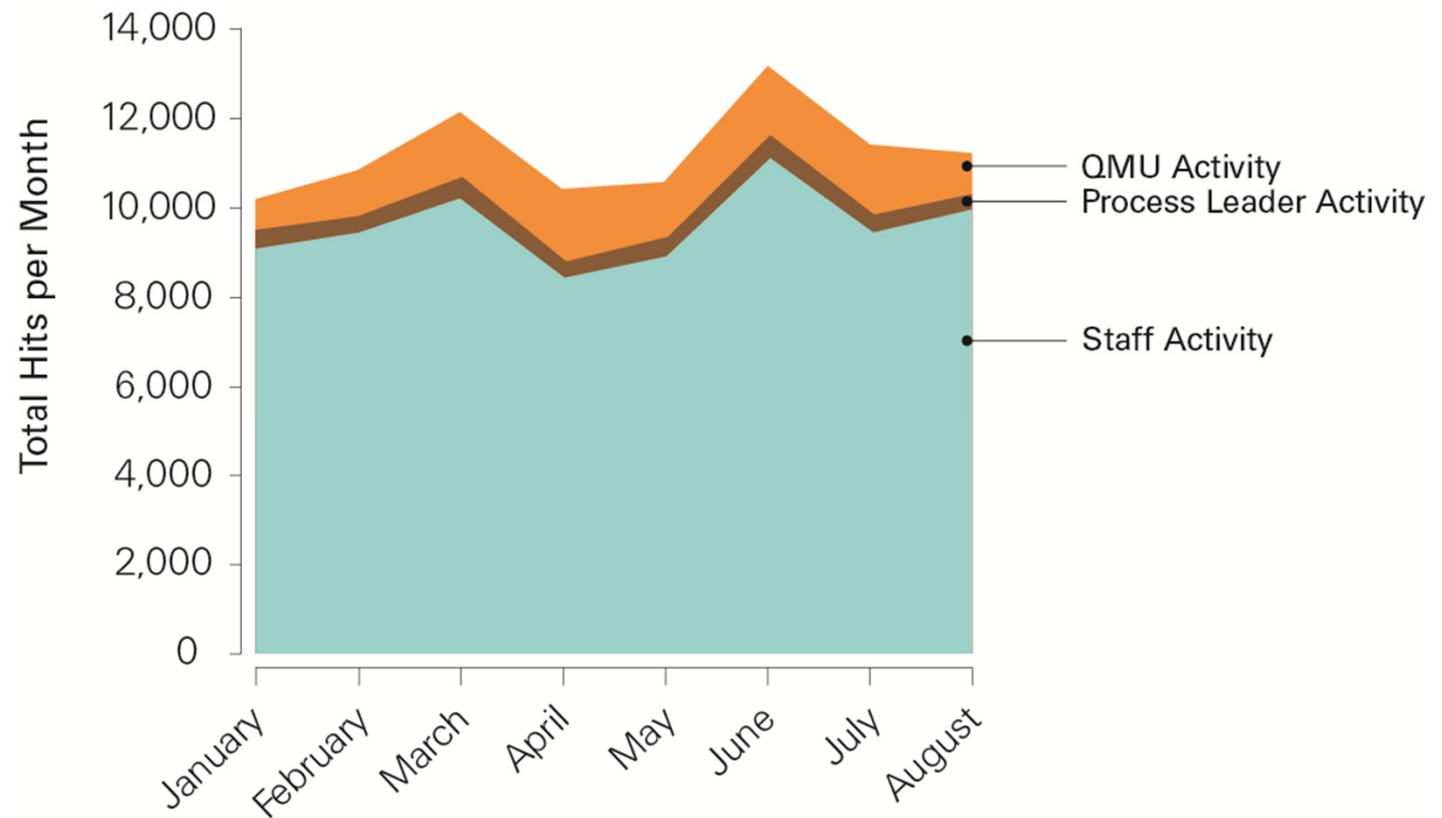
“As a new employee the QMS makes me feel more confident to work on my own and ask more informed questions”





Make it Sustainable

QMS Site Activity (January–August 2011)



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Make it Replicable

- Going global
- Afghanistan: Risk management and local capacity building
- Kenya: Pursuing ISO 9001 certification for our HIV/AIDS supply chain project

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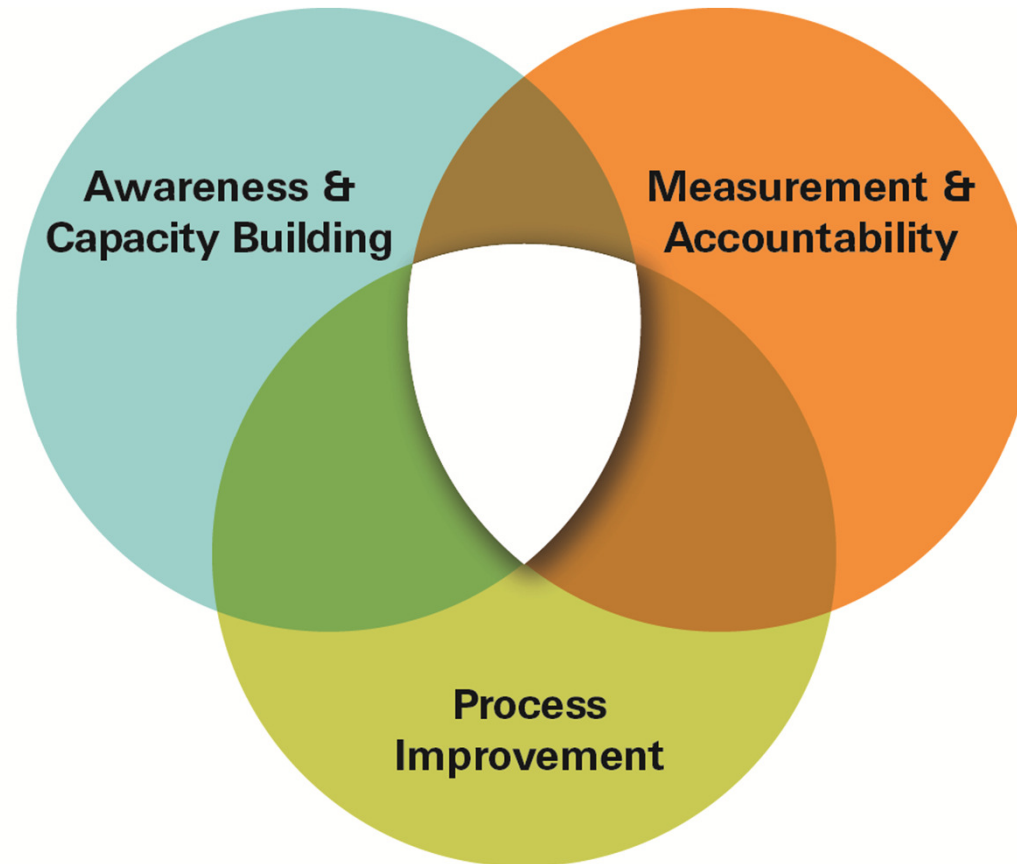
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A Model for Effective Continual Improvement



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Questions?

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