

68  
66  
64

# meridian

## Newsletter, July 2008

### Chairman's Message

**I recently received a copy e-mail from a long standing trustee who was asking his Country Chairman about their plans to increase membership (CMCs) of their association. He asked how could ICMCI help? I responded (and I have changed some items to preserve the anonymity of the trustee):**

*"There are many ways that ICMCI can and does support. But to be clear, the local member is in the lead, does its own marketing and selling: not ICMCI.*

*Above all else ICMCI gathers ideas and concepts from around the world and shares them. Strongest amongst these are success stories. I will come to some of them below.*

*It is clear that ICMCI marketing committee is changing emphasis. Much of the previous work has been targeted at consultants. We are now shifting to helping create market pull. Consultants will not go to the effort of becoming CMCs unless the clients see some value in it. Once clients start asking the question, "Are you a, or have your team got the, CMC" this only needs to be asked once! In the UK we have the head of the Government's Procurement Agency saying that in all public sector (some 45% of the economy) assignments the CMC is to be preferred. At a large "beauty parade" final selection for a very large project, this question was asked of a large practice - that afternoon they were on the phone to the Institute.*

*We have found that just saying CMC repeatedly does not change the mind of any procurement official. And increasingly they are becoming more influential in consultancy purchase. Like all sales it is the benefits, not the features which matter.*

*We have found that clients seek and need consultants who are Knowledgeable, Skilful, Competent (in the consulting process) and Trustworthy (between ourselves we use the short form KiSCaT as an aide memoire, but not in public). The MBA (our real competition in the qualifications market and the one most clients say is the necessary qualification for a consultant) covers knowledge and skills. Even those MBA courses with a consulting option only cover the theory, not three years of experience of applying it in real situations. Also, trust is evidenced by a code of conduct backed by an enforced*

*disciplinary code. As evidence of KiSCat, the CMC is compliant with the clients' real needs. The large firms would claim their reputation and the risk of losing it is also evidence - procurement officers following Enron etc. are not so easily convinced.*

*Also, the current European standards work through CEN will produce a service standard for management consultancy - a standard for clients based on best practice, which should include the advice to select consultants that are Knowledgeable, skilful.....- you know the rest. This standard should become an ISO standard 9 months after becoming a CEN standard. Again, this will give your association leverage in talking to the market for consultancy.*

*The EQF work will reinforce the qualification in the spectrum of national qualification networks. It provides the rebuttal to those who mistakenly think (often because they are involved in getting students for courses) that you need a defined learning outcome, and assessment of achievement of that, for a qualification: competence based qualifications are equally valid qualifications.*

*If we go ahead fully with IAF (part of ISO) the qualification will have more weight. We already have one branch of one of the very large global consultancies saying get the personal certification endorsement through IAF and they will ensure that their new and developing consultants work towards CMC.*

*The UN NGO status is important to any consultant bidding for work in the third sector.*

*ICMCI is building links with the World Bank and EBRD (who themselves develop the market for management consultancy in developing countries).*

*ICMCI represents countries which contain between 85% to 90% of the world's over 2 million management consultants (a much better statistic than the just about 10,000 CMCs)*

*We have found that other countries adopting or referencing the CMC makes it easier for other countries to do so (e.g the endorsement in China).*

*ICMCI is beginning to have access to political heavy weights. I, personally have been stood up by two prime ministers (but the interesting thing is that we were due to meet!) and written to another in the last nine months!*

*The Irish Institute was able to use our presence in Ireland to leverage their contact with business leaders, the media and the government. Holding an event that is badged ICMCI can be more influential and more effective than just the national institute's name.*

*We have found that globalisation is not only for large companies but SMEs also. But here it is not by having their company in the other territories (for sales or manufacture) but by having relationships. Look at the recent Wall Street Journal article on Italian wedding dresses from a small firm being marketed and sold throughout China. This was achieved by one CMC (Francesco d'Aprile) knowing another CMC (Liew Shin Liat). This will become more common. To aid this we are trying in quick order to develop a directory of all CMCs, so that CMC can contact CMC. This will be driven by periodic extracts from Member Institute's own membership systems. Simple but very effective."*

*In my response, I had, by now, lost the initial zeal to respond and sent my e-mail. I am sure you will agree that ICMCI does provide argumentation for us to use in gaining new Members: the success of course depends on yourselves.*

Yours in consulting

Brian Ing CMC  
Chairman ICMCI 2007-2009

## Registration for ICMCI Annual Meeting 2008 is now open!



The ICMCI Annual Meeting 2008 will be held in Singapore from 8-10 October 2008. The meeting is organised by the Institute of Management Consultants (Singapore).

The programme for the ICMCI Annual Meeting 2008 is as follows:

Date	Event
8 October 2008 (Wednesday)	7.00pm to 9.30pm  <b>Welcome Dinner</b> <b>Location: Swissotel Merchant Court Hotel</b>  The Welcome Dinner is held together with the Gala Dinner of the IMC Singapore CEO Convention. This will give the ICMCI Annual Meeting delegates the opportunity to network with CEOs of many companies in Singapore.
9 October 2008 (Thursday)	9.00am to 5.30pm  <b>ICMCI Annual Meeting</b> <b>Location: Swissotel Merchant Court Hotel</b>
10 October 2008 (Friday)	9.00am to 5.30pm  <b>ICMCI Annual Meeting</b> <b>Location: Swissotel Merchant Court Hotel</b>  6.30pm - 9.30pm <b>Farewell Dinner</b> <b>Location: To be confirmed</b>

Registration for the ICMCI Annual Meeting 2008 is now open. Registration Fees are as follows:

	Amount
Fee per delegate: For registration on or before 31 July 2008	295 Euros
Fee per delegate: For registration after 31 July 2008	350 Euros
Fee per accompanying person: For attending the Welcome Dinner and Farewell Dinner only	100 Euros

The above fee excludes accommodation and airfare. IMC Singapore has made arrangements with hotels of different ratings to offer discounted room rates.

**Please contact IMC Singapore to reserve your places for the ICMCI Annual Meeting 2008 and also assist you in your booking of accommodation.**

IMC Singapore can be contacted at:

Telephone: (65) 6372 1728

Fax: (65) 6372 1727

Email: [Secretariat@imcsingapore.com](mailto:Secretariat@imcsingapore.com)

About Singapore

Singapore has consistently been ranked as one of the best locations in the world for conferences and seminars. Getting around in Singapore is extremely easy with a comprehensive public transportation network of subway, public buses and taxis.

2008 is an exciting year for Singapore. In September 2008, Singapore will host the Formula One Grand Prix race for the first time and there will be a buzz of activities during that period. The tallest ferris wheel in the world, the Singapore Flyer, will be operational in March 2008, offering visitors a spectacular view of the city centre. Many shopping venues are also being added as Singapore strives to make itself an even more attractive location for business and leisure visitors.

Visitors to Singapore will first step into the ultra modern and clean Changi International Airport, which has recently added its third passenger terminal and is consistently polled as one of the best airports in the world. From the airport, it takes only a maximum of 30 minutes to reach hotels in the city centre by taxi. Once in the city centre, shopping centres, restaurants and other amenities are in abundance.

Aside from being a great location for business, Singapore is also a top tourist destination in Asia with many must-see sites. These include:

- Sentosa, an island south of mainland Singapore that offers sun-drenched white sandy beaches and attractions such as the Underwater World and the Musical Fountain.
- The Singapore Zoo, which is home to 3,200 animals and the renowned Night Safari.
- The Jurong Bird Park, which offers a quick break from the hustle and bustle of the Singapore urban lifestyle, where 9,000 colourful birds of 600 species will

amaze you with their variety, shapes and sizes.

- Clarke Quay, which is located beside the Singapore River, a traditionally important waterway. A myriad of bars and restaurants is located at Clarke Quay. Clarke Quay also offers the G-Max Reverse Bungy, which catapults its riders 60m into the air.

For more information on Singapore, please go to <http://www.visitsingapore.com>



## IMC-Jordan Updates



• The Institute of Management Consultants and Trainers of Jordan (IMC-Jordan) has elected a new board of directors during its annual general assembly meeting last March. IMC-Jordan's newly elected board will serve a three-year term. The following active members were elected for the board:

- Dr. Hamdalla Mubarak, Chairman, has a Ph.D. in Management and 13 years of experience in management consulting, he is also specialized in Financial Services. Dr. Hamdallah is a Certified Management Consultant (CMC) in Jordan and is currently a senior partner in LeadingPoint for management advisory services.
- Mr. Fareez Barakat, Vice Chairman, holds an MBA degree in Business Administration/ Marketing from the University of Jordan, and he previously held the position of executive director at IMC-Jordan. He is currently a Director in Performance Improvement Services at PricewaterhouseCoopers (Amman, Jordan).
- Ms. Tamara Abdel-Jaber, Treasurer, she graduated from the University of Jordan bachelor degree in Accounting and Finance with honors, and she was certified as a Public Accountant CPA in 1997 from Delaware - USA. She participated in many national and international conferences, as a lecturer and key-note speaker on topics of strategic and operational management, as well as business process management. Ms. Abdel-Jaber is currently the Chief Executive Officer and a member of the Board at PALMA.
- Mr. Emad Eddin Sabe El-Eish, Secretary of the Board, holds an MBA in Finance and Accounting from The University of Birmingham, UK and is a qualified CPA. Mr. Sabe El-Eish is a Senior Consultant in Financial and Management consulting services and a Senior Trainer in Business and Financial related disciplines.
- Mr. Majd Abbassi, Board Member, holds a Master's degree in Industrial Engineering (Management) from the University of Jordan, a Bachelor's degree in Engineering from the University of Hartford-USA, Certified Manager designation from ICPM, and QMS Lead Assessor IRCA-England. He is also an author of two popular books on quality assurance and ISO 9000 and one pocket guide of management tools. Mr. Abbassi is currently CEO of Excellence, Inc., based in Amman, Jordan.
- Mr. Ala'a Haddad, Board Member, holds an MBA degree in Finance and is a Certified Management Consultant. Ala'a has over 9 years of experience in management consulting and over 5 years in the banking and insurance industries. Currently, Mr. Haddad is a Senior Manager within the Strategy & Operations service area of Deloitte & Touche (M.E.), based in Jordan.
- Dr. Mahdi Al-Alami, Board Member, holds a Ph.D. in Political Science, and a MsC. in Public Administration and a Professional Diploma in Human Resources Management. He is now the Executive Training Manager at the Bank of Jordan. Mr. Al-Alami has more than 20 published books covering subjects like "Public Relations in Commercial Bank", "Time Management", "Crisis Management" and "Essays in Banking Training". He is a renowned facilitator of over 25 training programs covering both banking and management related subjects.

## Profile on Starfish for IMCNZ newsletter

**As you will all be aware through the newsletters, Starfish Consulting has become the first Accredited Consulting Practice (ACP) in New Zealand, indeed the first in the Southern Hemisphere. But that raises a number of questions such as; who is Starfish Consulting and how did they achieve ACP status?**

### About Starfish

Starfish Consulting is a fast growing New Zealand based and focussed Management Consultancy that is part of a group of companies that includes Beyond Recruitment, one of New Zealand's largest recruitment companies. Starfish offers a full range of consulting services for medium to large organisations in both the private and public sectors across New Zealand. We provide both advisory and execution services across the range of organisations needs through our core capabilities:

*Strategic Management - Value Chain Management - Human Capability - Sustainability - Programme and Project Management - Portfolio Design - Process Improvement.*

What we believe makes Starfish different, is scope, scale and quality. We provide clients with guaranteed service delivery, supported by a Quality Assurance process at no charge to the client.

Starfish has a sophisticated resourcing model that includes:

1. **Starfish Employee Consultants**
  - They have operational experience in specific functions
  - They have probably been purchasers of consultancy services
  - They have delivered advisory services, and
  - They are experienced at delivering success to clients
2. **Starfish Exclusive Associates** - these have similar attributes to Starfish Consultants but choose to work with us exclusively on a contract for services model that allows flexibility of engagement. This model has allowed us to attract high-level mature capability who would otherwise be non-available.
3. **Starfish Associates** - these are subject matter experts and people that we want associated with Starfish. These people

- are non-exclusive but are able to fully access and utilise Starfish capabilities.
- 4. **Contractor database** - we also have access to the Beyond Recruitment database of contractors. This enables us access to over 20,000 contractors who can be selected as part of project teams for client assignments.

All resources, Employee Consultants, Exclusive Associates and Associates are engaged in the same way. They are subjected to rigorous reference checking and must be aligned with Starfish Values.

### Starfish Values

All Starfish people share a common set of values and beliefs

- Being fair and honest in all our dealings
- Being easy to do business with
- Providing excellent value
- Fronting up to issues, and working with our client to solve or overcome them
- Working to benefit New Zealand.

Over time, Starfish clients and our Associates have grown to appreciate that we truly live by these principles; they are not just a set of words hanging on our walls gathering dust.

### ACP Accreditation

The following flowchart represents the ACP accreditation process

The ACP accreditation process was extremely time consuming but ended up being a great learning exercise for Starfish. It was also a validation of the approach we have purposely taken to develop Starfish, based on a set of learning and development principles.

There are two forms of assessment that had to be completed that enabled demonstration of Starfish Consulting's professional standards for the training of consultants; leading to their potential

qualification as Certified Management Consultants.

### 1. Statement of Equivalence with IMC Development Standards

- Recruitment and induction of consultants by the consultancy practice
- Training and Development policy and processes
- Appraisal / Performance Review / Reward

### 2. Statement of Equivalence with IMC CMC Standards

- This section measures the capability of the applicant (Starfish) to assess consultants to the CMC standards.

### The accreditation process

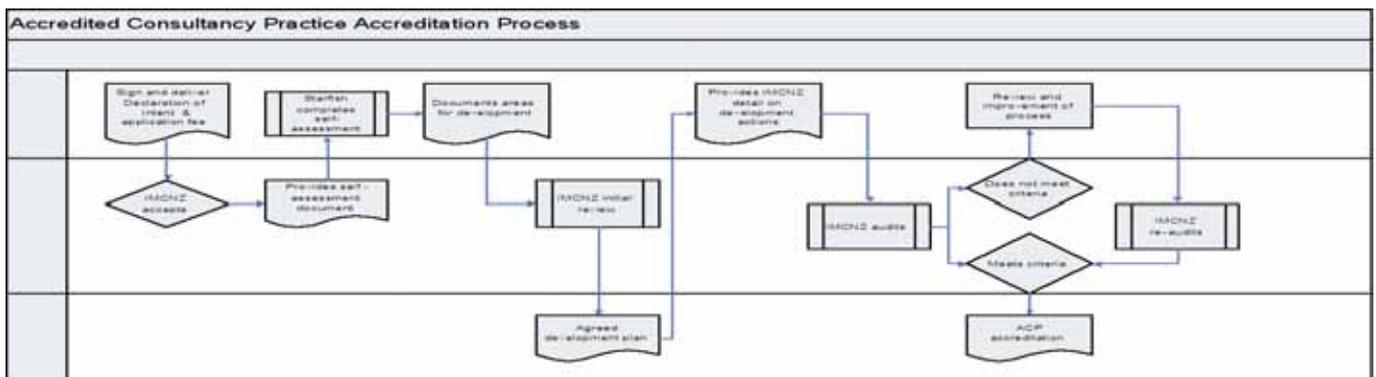
It was apparent early on in the assessment process that whilst there was a significant degree of alignment between Starfish's processes and standards and those established by ICMCI, there were also some differences. For example:

- Both Starfish's Code of Conduct and competency framework were deemed to be improved by the ICMCI Code of Conduct, so a decision was made to adopt the ICMCI standards for Starfish.
- The ACP process required the establishment of a Starfish Accreditation Panel. A decision was made to convene any Panel with both Starfish CMC's and an external CMC certified facilitator to ensure independence and auditability.

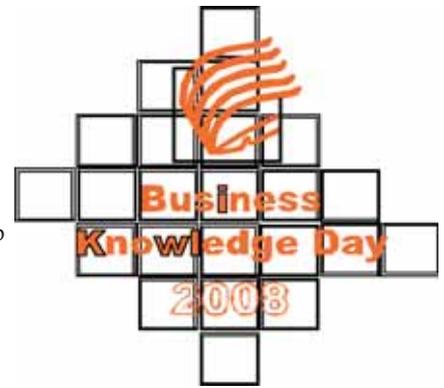
### The accreditation outcome

Starfish Consulting was, after audit by the President and the past President of IMCNZ, deemed to have met the ICMCI standards for ACP accreditation:

- The practice is a valid ACP candidate (meets the requirements of the 6 tests)
- Its professional processes are audited as suitable for development of CMC
- Its professional standards are audited as at least equivalent to CMC



Business forum: **Business Knowledge Day 2008**  
Riga, September 25



Last five years **hundreds of leaders**, managers and other professionals of many different companies and enterprises visiting the largest Business Knowledge and Solutions Fair in the Baltic States to meet and network with like-minded people, learn from professionals and develop their knowledge resources and find out more about knowledge built business management.

The Baltic States are rapidly developing countries where innovations and changes are well understood and accepted. Companies are financially supported by EU structural funds but they need your advice, knowledge and consultations to take their business and development to the next level.

**Topics include:**

- Organization Management
- Human Resources Development
- Marketing, sales promotion and communications
- Project management

The format of the Forum is designed to fit visitors' specific needs and they will be able to choose among various magnificent options which include but are not limited to:

- listening to presentations on innovations and available business training programs;
- attending workshops;
- visiting exposition and talking to experts;
- networking with potential partners and clients.

**Keynote Speakers invited:** Experts from International Management Consulting and Training Companies.

**Target Audience**

- Top Managers
- Operational Managers
- HR Managers
- Sales & Marketing Managers
- Project Managers
- Process Managers (ISO, HACCP, EMAS, OHSAS ...)
- Finance Managers

**Ministry of Economics of Republic of Latvia** together with professional business management organizations and Commercial education centre Ltd. take responsibility to ensure high quality business forum for everyone who willing to improve them selves.

**Join us September 25, 2008  
at Reval Hotel Latvija in Riga, Latvia!**

**Informations**

Latvian Association of Business Consultants  
Ph: +371 21297149  
E: info@labc.lv



## Certification in China

By the end of May 2008, we certified 429 CMC's since MCC became a member of ICMCI.

Some of them work in consulting- and accounting companies and some of them work as senior-advisers in government.

CMC now has a reputation and to be a "CMC" has been recognized by most of Chinese consultants through our hard work.

We are now doing our best to line CMC into national qualification assessment named "Two standards, Three levels" on which CMC will be the top.

## " 6.26" In China

MCC has decided to celebrate "International Consultant's Day" on June 26th this year in Beijing together with the HangZhou and ShenZhen region.

On this day we will have an activity titled: "Consulting cause, Consulting life: 30th anniversary of Chinese Reformation and Opening to outside".

We will gather different consultants from 1980, 1990 and 21 century together, talking about their experiences.

Also, we will perform the CMC award ceremony.

We will report the details on the celebration to ICMCI later.

MCC  
31, May 2008

## Another successful "Welcome to the Association" meeting!

On Tuesday 22 April 2008 the "Welcome to the Association" meeting was held by the Association of Management Science Practitioners and Management Consultants (Ooa). In this biannual festive meeting for new members the Association and its activities take a central position. The new members are received by several stands explaining the Association's activities and

the various networks present themselves to them. The Ooa now has a membership of over 1600.

The meeting is livening up in the afternoon. The code of conduct features prominently in the programme and after an introduction of its contents it is worked out in detail through discussions at the tables.

Subsequently, after a drink, the new members are introduced to six workshops that are included in the Association's range of activities.

The meeting at the congress centre Antropia at Driebergen was attended by more than 120 people and was concluded by a buffet.





# CONSTANTINUS

ÖSTERREICHS BERATUNGS- UND IT-PREIS

On 5 June, the **Constantinus Gala** took place in Innsbruck, Tyrol. Austria's award for the most important and dynamic IT and consulting professionals was presented on June 5. More than 120 examples of excellence have been filed for the jury, 7 winners could be proud of taking home the most relevant national trophy for outstanding achievements in Management and IT Consulting.

The Constantinus Day and the World Consultant's Day was attended by the ICMCI president Brian Ing who strengthened the importance of the CMC for the Constantinus winners.

On that occasion also a **CMC Masters Club Meeting** with international participation took place. At the splendid location of the "Seegrube" in the hospitality suite of the European Championship 100 top representatives of the Austrian consulting elite gathered to discuss the question what kind of consulting support is needed in today's business world.

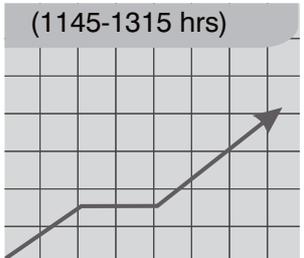
The CMC Masters Club Austria is a platform for the continuous development and promotion of the international brand of qualification "Certified Management Consultant" - CMC. It offers all Certified Management Consultants an attractive business platform enhancing international networking. Its regular meetings are always incorporated in the World Consultants Day and the Constantinus Day and belong to the most relevant networking events for CMCs in Austria. The club already has far more than 300 members and is the guard of relevance for the obtainers of this essential international certificate.

Following the CMC Masters Club Meeting world famous artist Andre Heller discussed with the participants the question "Which possibilities can be found in reality?". By the end of the day the best practice award "Constantinus" was handed to the winners of this year's award season within the Constantinus Gala.





**Business Session V Contemporary HR Practices for Talent Management**



(1145-1315 hrs)

Chairman  
 Keynote Speaker  
 Guest Speakers  
 Paper Presentation

Dr. C. Venkata Ratnam, Director, IMI  
 Mr. Udai Pareek, Eminent HR Consultant  
 Mr. Moshraff Hussain (Bangladesh)  
 Mr. D. K. Gupta, Director (HR), Engineers India Ltd.  
 Mr. Gopal Sehgal

Lunch Break  
 (1315-1400hrs)



Mr. G. Shanker and Mr. Walter Vieira during the session

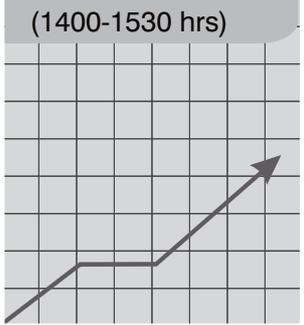


Mr. Vieira Felicitating Mr. G. Shanker



Mr. Walter Vieira felicitating Dr. Momaya

**Business Session VI India Emerging as a Global Hub of Consulting-Vision 2020**



(1400-1530 hrs)

Chairman  
 Guest Speakers  
 Paper presentation

Mr. Walter Vieira, President, Marketing Advisory Service Group, Former Chairman, ICMCI  
 Mr. G. Shankar, President Madras Consulting Group and Former Vice President, ICMCI  
 Mr. V. S. Guru Malladi, Associate Director, ERNST & YOUNG.  
 Dr. Kiran Momaya, DMS, IIT, Delhi  
 Mr. T. Ramaswamy, Management Consultant

Tea Break  
 (1530-1600 Hrs)



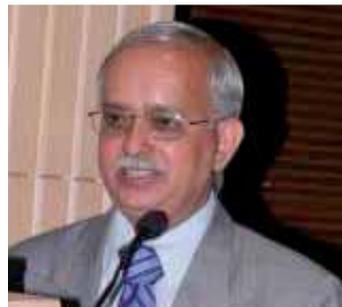
Mr. S. A. Khader and Mr. Rajiv Khurana during summing up session



Mr. Rajiv Khurana being Felicitated by Dr. Aneeta Madhok, Member ICMCI, Ex Committee and Past President IMCI



Dr. Madhok Felicitating Mr. M. K. Muthuvelu



Dr. Bhattacharya giving Valedictory address



Mr. Vijay Nagrani giving vote of thanks



**Valedictory session**

(1600-1730 Hrs)	Chair Person	Dr. Aneeta Madhok, Member Executive Council IMCI and past president IMCI
	Co-Chairman	Mr. M. K. Muthuvelu, President Elect, IMCI
	Summing Up	Mr. Rajiv Khurana and Mr. S. A. Khader
	Valedictory Address	Prof. B. Bhattacharya, Director General, IILM
	Concluding Remarks & Vote of Thanks	Mr. Vijay Nagrani



THE INSTITUTE OF MANAGEMENT CONSULTANTS OF INDIA

# 15th National Convention

"Value Creation through Innovation and Knowledge Management"

March 14-15, 2008

15th IMCI National Convention was held on March 14 and 15, 2008. at the SCOPE Convention Hall at Lodhi Road New Delhi. The Convention was supported by Department of Scientific and Industrial Research, Ministry of Science and Technology, Government of India. The principal sponsor of the Convention was Tata Consultancy Services. Other sponsors included: UNITECH, Overnight Express, Engineering Projects India Ltd., National Research Development Corporation, Indian Oil, Thomas International, NBCC and Meticulous. The Convention was supported by DSIR, Ministry of Science and Technology, Government of India. A Souvenir was brought out on the occasion.

The Convention had overwhelming response and was attended by more than 250 delegates from the Government, Corporate, Academia and Consulting profession.



Mr. Kuldeep Kawatra, President IMCI lighting the lamp



Mr. Ramesh Tyagi, Chairman Delhi Chapter IMCI

The inaugural session started with 'Saraswati Vandana' and customary lighting of the lamps.

Mr. Ramesh S. Tyagi, chairman of IMCI Delhi Chapter gave welcome address followed by Presidential address by Mr. Kuldeep Kawatra, president IMCI. Dr. S. R. Mohnot introduced the theme. Keynote address was given by Dr. M. B. Athreya. The convention was inaugurated by the chief guest Dr. R.C. Panda I.A.S in the absence of Hon'ble Minister who could not be present due to unavoidable circumstances.

Tata Consultancy Services were presented 'excellence in management consulting' award for the year 2007-2008 by the chief guest. Certificates for CMC were given to the successful candidates who attended the convention.

The first session on 'Corporate India Moving up the Value Chain' was chaired by Mr. S. Budhiraja. The speakers included Dr. Pritam Singh professor Emeritus and former Director Management Development Institute, Mr. J. Rajgopal, executive vice president & Global Head: consulting, Tata Consulting Services & Dr. Dilip Sarwate, former president

,IMCI. Dr. Dilip Sarwate spoke on 'The Milestones in Management Innovation'. The speakers kept the audience spellbound with their powerful presentations.

The session on 'Innovations in Public Sector Enterprises' was chaired by Mr. Ashok Kumar, former chairman of IMCI Delhi Chapter. The presentations were made by Mr. Somnath Ghosh, Chairman and Managing Director, National Research development Corporation, Mr. Suresh Mahatre, Vice president, Tata Consultancy Services and Mr. Arbind Kumar, Chairman and Managing Director, NPCC. Academic Paper on the subject was presented by Dr. Renu Arora & Ms Meghna Sharma of Delhi University.

The last session on 'Innovative Management for Infrastructure Development' was chaired by Dr. Rajat K. Baisya. The presentations were made by Mr. Arup Roy Choudhury, Chairman and Managing Director NBCC and Director of UNITECH Ltd.

Corporate Dinner was held at India Habitat Centre Lawns in the evening of March 14, 2008.



Dr. S. R. Mohnot introducing the Theme Presentation



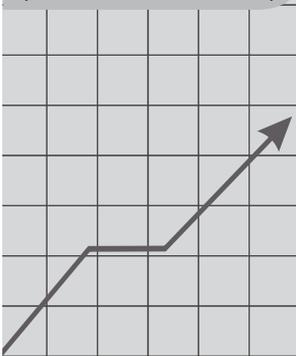
Dr. Athreya giving Keynote address



Mr. Sumit Chaudhuri, Secretary Delhi Chapter, giving vote of thanks during the 1st Inaugural session

**Inaugural session**

(10am to 11.15 a.m.)



Welcome Address	Ramesh S. Tyagi, Chairman, IMCI, Delhi
President's Address	Mr. Kuldip Kawatra, President, IMCI
Introduction to theme	Dr. S. R. Mohnot, Executive Chairman, Centre for Industrial and Economic Research.
Award Presentation	
Keynote Speaker	Dr. M. B. Athreya, Eminent Management Consultant.
Inaugural Address	Dr. R. C. Panda I. A. S., former Secretary to Government of India.
Vote of Thanks.	Mr. Sumit Chaudhuri, Vice Chairman IMCI, Delhi

Tea/Coffee Break  
(11.15-11.45)



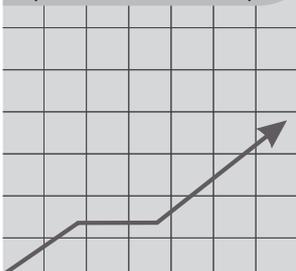
Dr. R. C. Panda I. A. S., former Secretary to Government of India awarding TCS as the Best Consulting Firm award Mr. J. Rajagopal, Executive Vice President & Head Global Consulting, receiving the award



Dr. S. R. Mohnot felicitating Mr. S. B. Budhiraja, Past President IMCI

**Business session I Corporate India moving up the Value Chain**

(11.45 to 1315hrs)



Chairman	Shri S. Budhiraja, Former President, IMCI
Keynote Speaker	Dr. Pritam Singh, Professor Emeritus and Former Director Management Development Institute
Guest Speakers	J. Rajgopal Executive Vice President & Global Head TCS, Consulting Life Sciences & Medical devices Dr. Dilip M. Sarwate, Former President, IMCI

Lunch Break  
(1315-1400 hrs)



## Heather Osler to Retire as CMC-Canada President and CEO

On June 30, 2008, Heather Osler, CAE, will step down as President and CEO of CMC-Canada after spending 23 years

advancing the management consulting profession in Canada.

Since joining the management consulting professional organization in 1985, Heather has worked tirelessly to progress the Certified Management Consultant (CMC) designation and our Association. She has elevated the status of the designation in the public sector procurement process - most recently, assisting CMC-Ontario in its successful effort to have the CMC designation included on all management consulting-related Government of Ontario RFPs. She's given credibility to the profession on the federal and public stages through advocacy initiatives.

Heather introduced a variety of programs to enhance CMC-Canada members' skills, practices and profiles - the Management Advisory Service (MAS) program (funded by the Canadian Government's National Research

Council-Industrial Research Assistance Program) is just one example. Through Heather, focused research on the profession in Canada - the only one of its kind - was developed and continues to be delivered to members, government, the general public and media. CMC-Canada's industry study (undertaken by Kennedy Information, Inc.) achieved coverage in more than 40 media sources this year.

Heather also played a key role in the International Council of Management Consulting Institutes (ICMCI) since its inception in 1987. She managed a marathon of ICMCI meetings in Toronto in 1989, which eventually led to the first international reciprocity agreement for the profession, signed in 1991 between the UK, USA, and Canada. Today, 27 countries enjoy reciprocity with one another.

Throughout her career, Heather also assisted with the creation of consulting associations in other regions of the world, including the Caribbean and Kazakhstan. Thanks to her efforts, a memorandum of understanding was signed last year with a business school in India, providing for the export of CMC-

Canada's Essentials of Management Consulting Course, and CMC trainers to deliver the course.

According to Ken Davies, FCMC, CMC-Canada Chair, "Heather has seen CMC-Canada grow from 1,200 members in 1985 to more than 3,000 members today. Over the years, members, volunteers and staff alike have been inspired by her leadership style, which places relationships, growth and respect front and centre. She will be missed by all those involved with this Association."

### About CMC-Canada

CMC-Canada fosters excellence and integrity in the management consulting profession as a whole. CMC-Canada administers, and its provincial Institutes confer, the Certified Management Consultant (CMC) designation in Canada. The Association and its members advocate for the CMC designation and are dedicated to advancing the profession and delivering the benefits of those efforts to the client community. CMC-Canada is a founding member of the International Council of Management Consulting Institutes (ICMCI).

## Proposed Main Requirements for assessors.

At the Congress in September 2007 in Dublin we had a discussion about the requirements suitable for assessors as you may recall. The Quality Assurance Committee and ExCom have discussed the topic thoroughly and are now displaying our ideas on the ICMCI web site for

everybody to see and comment upon ([Click here](#)). So please inform me if you have any comments or suggestions to offer, and I will make sure that they will be considered seriously.

I also want to encourage those of you who might be interested to become assessors to

inform me so that we may expand our number of professional assessors to represent more member associations.

Peter Sorensen  
Chairman of the Quality Assurance Committee

YDD made its General Assembly on March 2008 during which the new Board and committees was also elected by the attending members. Attached you will find a photo shot after the meeting. The new and previous Chairman of the Board is seen among a group of members overlooking the Bosphores.



## CEN agrees to proceed with Service Standard for Management Consultancy

Following a postal vote amongst all Standards bodies of the Members of the CEN (the EU, EFTA and a couple of others), agreement has been obtained to proceed to the drafting of a service standard for management consultancy.

The work will be undertaken by a newly formed Project Committee (the nomenclature has been changed from that of Task Force) with the reference CEN/PC 381. The convenor (used to be referred to as Chair) of this project committee will be

Ilse Ennsfellner, Vice Chair of ICMCI, with support from Francesco d'Aprile (also Vice Chair of ICMCI) and Brian Ing (Chair of ICMCI). UNI (The Italian Standards Body) will provide the secretariat to the project committee, with Mr Roberto Ravaglia taking the lead.

All national standards bodies have been asked to nominate experts to correspond with and attend the project committee meetings. ICMCI Members are, with encouragement from ExCom, making

contact with their national standards body to participate in the national project committees of local stakeholders in management consultancy service provision.

This is good news for our mission to increase the professionalism agenda for the users of our services.

Ilse Ennsfellner  
Brian Ing  
June 2<sup>nd</sup> 2008

## The Americas Hub Has a NEW Outlook

By Dennis Strong, CMC, President CICMC

The Caribbean Institute of Certified Management Consultants (CICMC) is a new member of ICMCI (Provisional). This membership, achieved within seven months of application, is the first regional institute in ICMCI history. Now, with co-chairs Canada (CAMC) and the United States (IMCUSA); *CICMC will host, in Barbados, the first Americas Hub meeting and conference; November 17-19, 2008.* The Foundation Sponsor for this conference is the Caribbean Export Development Agency; using funds provided by the European Union, Caricom and the Commonwealth Secretariat.

Theme: "New Opportunities - New Horizons"  
This conference and hub meeting will be an opportunity to see our accreditation, standards, ethics and competencies applied in a unique context. Visualize the Caribbean regional territories as the client of CICMC and, by extension, of ICMCI. *The Caribbean is unanimous in its determination to establish a new economic development paradigm centered on the export of services.* Billions of dollars in development aid are flowing into the region in support of these aspirations. Implementation strategies are emphasizing the need to equip the high potential sectors to meet global standards of competitiveness and making the environment attractive for direct foreign investment. These are clearly areas where the skills and competencies embodied in the CMC can be applied to great benefit.

The delegates and presenters will include practicing consultants from across the Caribbean, Canada, the United States,

Europe; and hopefully, Asia and Africa. There will be an opportunity to meet and network with business support organizations, funding agencies, procurers of consulting services, professional accrediting bodies, academia, and government officials. *This region is open for business and this conference is a chance to show its wares to a diverse international audience.*

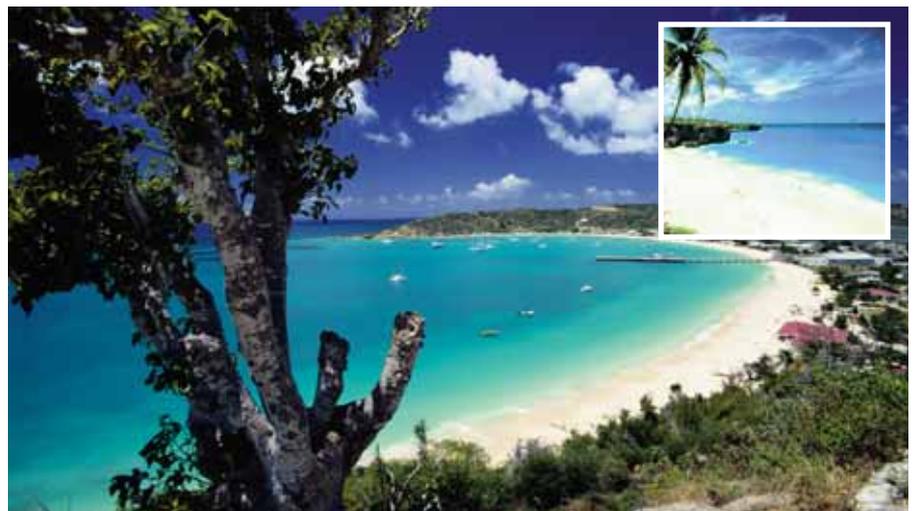
Barbados provides an ideal setting for meeting committed professionals with a global outlook and for discovering new opportunities. The format is designed to encourage interaction and relationship-building. The agenda will be balanced to ensure valuable take-aways for each segment of delegates. There will be a formal dinner to

honor the CICMC members who become CMCs in 2008.

Social and recreational activities will include sailing, swimming, golfing, tours, cultural shows, dancing as well as, shopping, relaxing and being pampered; according to your tastes. Packages will be available to those who wish to have a Caribbean Holiday.

I invite you on behalf of our directors, members, partners and sponsors; to join us in Barbados for a memorable and profitable experience.

More details will be provided in the near future. For further information, visit: [www.caribbeancmc.com](http://www.caribbeancmc.com)



## IB Consulting Awards 2008 - Recognising Professionalism, Rewarding Excellence

IBC have launched their Call for Entries campaign to promote this year's IB Consulting Awards on 4 December 2008 at the prestigious Waldorf Hilton in Aldwych, London.

This annual event is about recognising professionalism and rewarding best practice of our members and training providers. We have introduced some new categories which reward individual achievements and plan to

promote the CMC Award at this high-profile event. To find out more about the event or to book your place at this event, contact Nicola Maughan on [nicola.maughan@ibconsulting.org.uk](mailto:nicola.maughan@ibconsulting.org.uk)