

COMPANY  
**PROFILE**  
2023

**AFRITAM**

CONSULTING, RESEARCH & TRAINING

Building Professionals  
for Business & Society



## WHO WE ARE

Africa Institute of Technology and Management (AFRITAM) is a **Consulting, Training, and Research** institution specializing in Management and Information Technology.

AFRITAM aims to be the difference of purpose for our clients, people, communities, and the planet by pursuing sustainable positive results in everything we do, and by deploying advanced technology know-how and talent for an ecosystem of lasting economic, social, and environmental solutions.

**AFRITAM** supports our clients' needs in Uganda and across East Africa, having a 360° focus on both technology and business. This guarantees the success of our engagements, thanks to our talent, attention to continuous training and the rigor of our methodologies.

*We are*  
**The Ravens**



## QUALITY POLICY STATEMENT

**AFRITAM is committed to a policy of  
“Quality without Compromise”**

We shall satisfy our customer requirements by maintaining a high standard of quality in the design, development, and delivery of products and services while satisfying the requirement of ISO 9001:2015 including continuous improvement



**Executive Director**  
Africa Institute of Technology and Management

1<sup>st</sup> November, 2019

## OUR CLIENTS



## PARTNERS

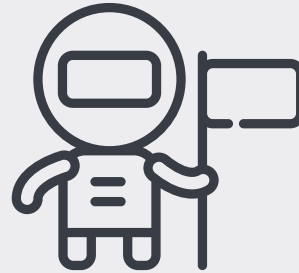






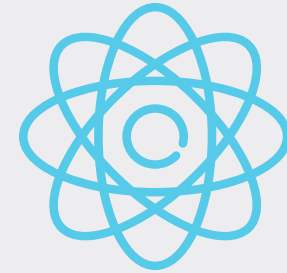
### OUR VISION:

An institution with a global reputation for Building Impact in business and society.



### OUR MISSION:

A world class institution for innovation, research and a facilitator of high-quality solutions while playing a leading role in socio-economic transformation for the needs of our dynamic world.



### OUR CORE VALUES

- ▶ Freedom of thought and expression.
- ▶ Respect for the rights, differences, and dignity of others.
- ▶ Honesty and integrity in all dealings.
- ▶ Diligent professional service and excellence.
- ▶ Accountability for actions and conduct in the workplace.

## **WE PROVIDE CONSULTING, RESEARCH AND TRAINING SERVICES IN THESE AREAS:**

- ▶ Information Technology and Systems.
- ▶ Management.

## **WHY US: WE ARE DIFFERENT**

Because we carefully develop customized solutions to meet your organization's needs at all levels. We believe Time, Money and Effort invested in consultation, training or research should bring out a measurable RESULT, that is when ROI is at Optimum.





## WHAT WE DO

### CONSULTING

We help and facilitate organizations to achieve sustainable results by empowering people and improving systems and processes.

### TRAINING AND DEVELOPMENT

We intentionally and specifically design courses to your organization's needs. Our In-House and Public training programs provide an opportunity for your human capital to learn and practice to achieve the organization's goals.

### RESEARCH AND SURVEYS

We conduct qualitative and quantitative studies including Monitoring and evaluation of projects, programmes, process and analyze data obtained using CAPI, CATI, online panels, focus groups etc.

## CONSULTING SERVICES

Our business and management consulting services are customized to help organizations achieve sustainable results by refining systems and business processes to meet your needs in the future.

### Our Consulting Services include:-

- Business Process Reengineering (BPR).
- Risk Analysis and Development.
- Strategy Development.
- Change Management and Implementation.
- Enterprise Project Management.
- Process Evaluations.
- Monitoring and Evaluation.
- Customer Relations Management (CRM).
- ISO Certification and Support Services.
- IT consulting.
- Software Development.
- Business Intelligence.

### Our Methodology

To ensure you get the best results, Our Associates systematically plan and manage implementation for a better change. AFRITAM Associates develop unique methodology tailored to each client and project needs. As a client-centric firm, we know that each proposal has its own challenges and we will do our best to answer to individual needs and requests following industry best practices and standards.







**MINISTRY OF INFORMATION AND  
COMMUNICATION TECHNOLOGY**

## **Citizen Participation Information System at the Ministry of ICT and National Guidance**

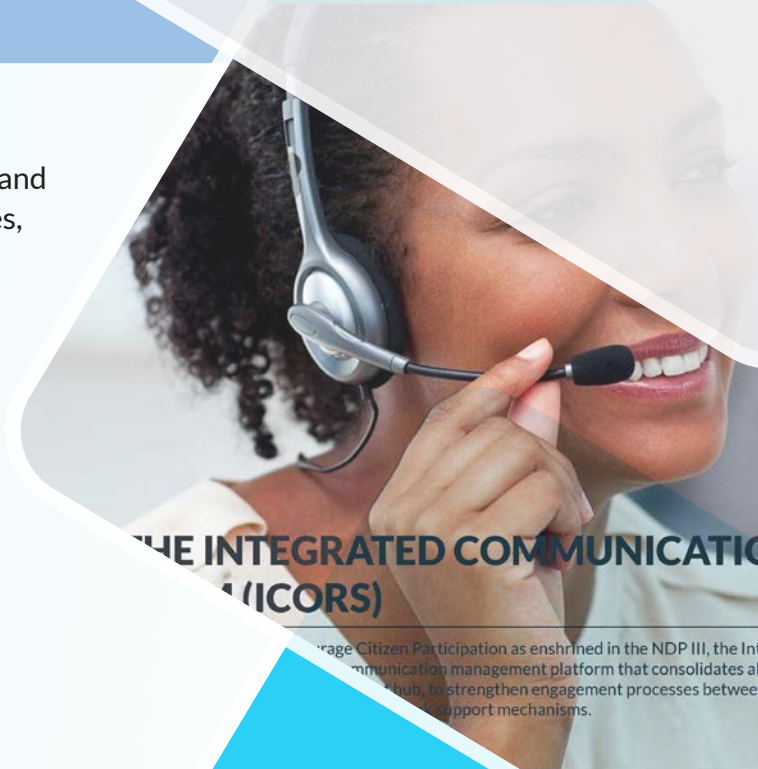
### **Challenge**

Government of Uganda through NDP III identified community mobilization and mindset change as one of the programs in the NDP III to empower families, communities and citizens to embrace national values and actively participate in sustainable development. Government hopes to Increase the participation of families, communities and citizens in development initiatives by 80 percent through a Citizen engagement project.

### **Deliverables**

A Citizen Participation Information System #letstok developed to support 2 way communication channels including SMS, USSD, twitter, Voice and a chat board.

<https://letstok.go.ug/>



**Let's Tok**

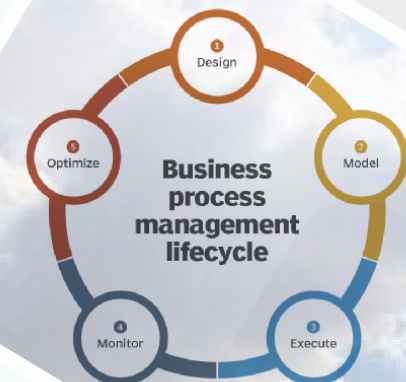
## Business Process Reengineering at Kampala Capital City Authority

### Challenge

KCCA desired to continuously improve and measure the quality of services delivered to the citizens. KCCA wanted to review, analyze, streamline, document, standardize, integrate processes, service level agreements and establish a continuous process improvement framework in the directorates of; (i) Physical planning (ii) Engineering & Technical services (iii) Public health services & Environment (iv) Revenue collection, (v) Human Resource and Administration

### Deliverables

- ▶ Project Inception Report
- ▶ AS IS Study and BPR Report
- ▶ Functional Requirement Specification
- ▶ Change Management and Capacity Building Report
- ▶ Continuous Improvement Framework and Plan
- ▶ Detailed Project Report (DPR)





**UPIK**  
*Service with Excellence*

## Development and implementation of a quality management system at Uganda Petroleum Institute, Kigumba (UPIK).

UPIK undertook the development and implementation of a Quality Management System (QMS) based on the requirements of the international standard ISO 9001:2015. It envisaged that the implementation of the management system will lead to tangible benefits in the organizations' application of internationally recognized standards to adopt requirements and best practices for Quality management.

### Deliverables

- ▶ Gap Analysis Report
- ▶ Procedures and Process Documentation
- ▶ Internal Audit review Report
- ▶ Awareness Training for Staff



## **Development of a Risk Management Strategy and Framework for the Uganda Tourism Board.**

### **Challenge**

Uganda Tourism Board (UTB) required to develop a risk management strategy to guide risk management for the next 6 Financial Years (FY 2019/20 – FY 2024/25). This involved understanding of its operations at National, Regional, and international levels, its governance structure, and its key partnerships and collaborations with both state and non-state actors.

### **Deliverables**

A Final strategy including a risk management policy and manual with a risk register, glossary of key risk management terminology, Key risk indicators of UTB, Risk indicator workflows, risk appetite, risk universe of UTB, Risk governance structures and principles, Risk assessment templates, and strategy implementation matrix.





## TRAINING AND DEVELOPMENT

AFRITAM is a key partner in the delivery and facilitation of high quality training programs, with strong experience in the implementation of important projects of the country, having developed specialized tools and methodologies and possessing a unique know-how and experienced staff and collaborators.

### In-House Training

Our In-house Training courses are intentionally and specifically designed to provide practical training customized to meet challenges for each individual Clients organization.

### Public Training

Public Training is dedicated to participants from organizations who wish to acquire new knowledge and skills so as to improve their organization performance as well as to build networks and sharing among professionals.

Please download our training calendar at <https://afritam.org/calendar>



## OUR TRAINING PHILOSOPHY

**Practical:** We bring our extensive experience from the fields into the class. We have designed all our training programs to be practical and ready to be implemented in your organization. After going through our programs, you will be able to return to your organizations with knowledge and skills to perform improvement in your organization.

**Inspiring:** We want to inspire our participants to apply what they have learnt into their work immediately. Providing knowledge is only the beginning. We believe it is important to inspire participants that they are able to bring improvement to their workplace!

**Enjoy:** With wealth of experience in training thousands of professionals, we have learnt that keeping people engaged is very important in order to provide effective learning experience. Therefore, we designed our training to be enjoyable enough for you to absorb all the knowledge that will we share.



## Facilitation of the 7 habits of highly effective people and Public Management Track for the YALI Regional Leadership Center East Africa

The Young African Leaders Initiative (YALI) was launched by former President of the United States Barack Obama as a signature effort to invest in the next generation of African leaders. The need to invest in grooming strong, results-oriented leaders comes out of the statistics: nearly 1 in 3 Africans are between the ages of 10 and 24, and approximately 60% of Africa's total population is below the age of 35.

The YALI Regional Leadership Center East Africa, located at Kenyatta University in Nairobi, Kenya serves 14 countries in East and Central Africa: Burundi, Central African Republic, Republic of the Congo, Democratic Republic of the Congo, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Sudan, Tanzania, and Uganda. The Center is overseen by Deloitte East Africa and is supported by a growing number of African and international partners.

### Deliverables

AFRITAM was selected and awarded a 4 year contract to facilitate the 7 Habits of Highly effective people 4.0 and the Public Management Track with emphasis on interactive and experiential learning to foster each participant's ability to contribute both individually and in teams.



**YALI REGIONAL  
LEADERSHIP CENTER**  
EAST AFRICA • NAIROBI





## **Risk Management Awareness Program at the Uganda Tourism Board**

Risk can be damaging in every business with no exception to Uganda Tourism Board. Whether it's to protect people or the environment from harm, minimise the potential for financial loss of income or assets, prevent liability or safeguard your company's reputation – there's good cause to manage risks in your business, and everyone has a part to play.

### **Deliverables;**

AFRITAM developed and facilitated a customized risk management course for Uganda Tourism Board's staff, executives, and board members to improve their competencies, knowledge and best practices of risk management processes commonly applied in organisations.





## **PUBLIC TRAINING PROGRAMS.**

Through our open Public Training programs, the Central Bank of Kenya, the Bank of Uganda, the Central Bank of Kenya Pension Fund, have continuously recommended staff to attend our public training programmes organised in Kampala Uganda, Dubai-United Arab Emirates, Kigali Rwanda, Jinja Uganda. The most recent delegates have attended Pension Management, Occupational Health and Safety, Risk Management, Electronic Records Management, Customer Care Service, procurement management, project management and contract management.



## RESEARCH SERVICES

We conduct qualitative and quantitative research, process and analyze data obtained using CAPI, CATI, online panels, focus groups etc. As a result of a research study, companies and organizations can understand their customers' preferences, measure the response to marketing campaigns, evaluate projects and fine-tune value proposition.

### How we do it

We conduct studies by means of desk research, statistical analysis, expert interviews, in-depth interviews, surveys and other reliable and purposeful research instruments. In most of the countries in the E. African region, we have a network of interviewers equipped with all necessary means for video recording and observation.

*"AFRITAM, we support NGOs, FBOs, CBOs, Institutions, Associations and Governments to study, monitor and evaluate their Projects, Programs and Performance"*





**World Health  
Organization**

## **Baseline study for the phasing out of mercury measuring devices in Uganda by World Health Organisation**

WHO conducted in Uganda focusing on the use of thermometers and sphygmomanometers in order to estimate the global environmental benefits of a phase-out of mercury-containing thermometers and sphygmomanometers and to develop a stakeholder engagement by identifying the critical decision makers to understand their roles and importance such as their relevant interests in the project.

### **Deliverables;**

AFRITAM conducted a preliminary inventory on the use of both mercury-containing and non-mercury containing thermometers and sphygmomanometers in Uganda and a market survey of non-mercury alternative devices, understand the attitude and perception of stakeholders and prepare a Stakeholder Engagement Strategy for Uganda for the full-sized project





## Final Evaluation for the Project “Promoting and Scaling Up Violence Prevention Initiatives at National and Community Level in Uganda” in Lira District, TPO Uganda

TPO Uganda in partnership with the Government of Uganda through Ministry of Gender Labour and social Development implemented a project aimed at ending violence against children in Lira District with support from Wellspring Philanthropic to implement a 2-year violence against children prevention project called promoting and scaling up violence prevention initiatives at National and community level in 3 Sub Counties of Agweng, Ogur and Adekokwok in Lira district.

### **Deliverables;**

AFRITAM conducted an assessment of the performance of the Project and capture project achievements, challenges and best practices to inform future similar programming.



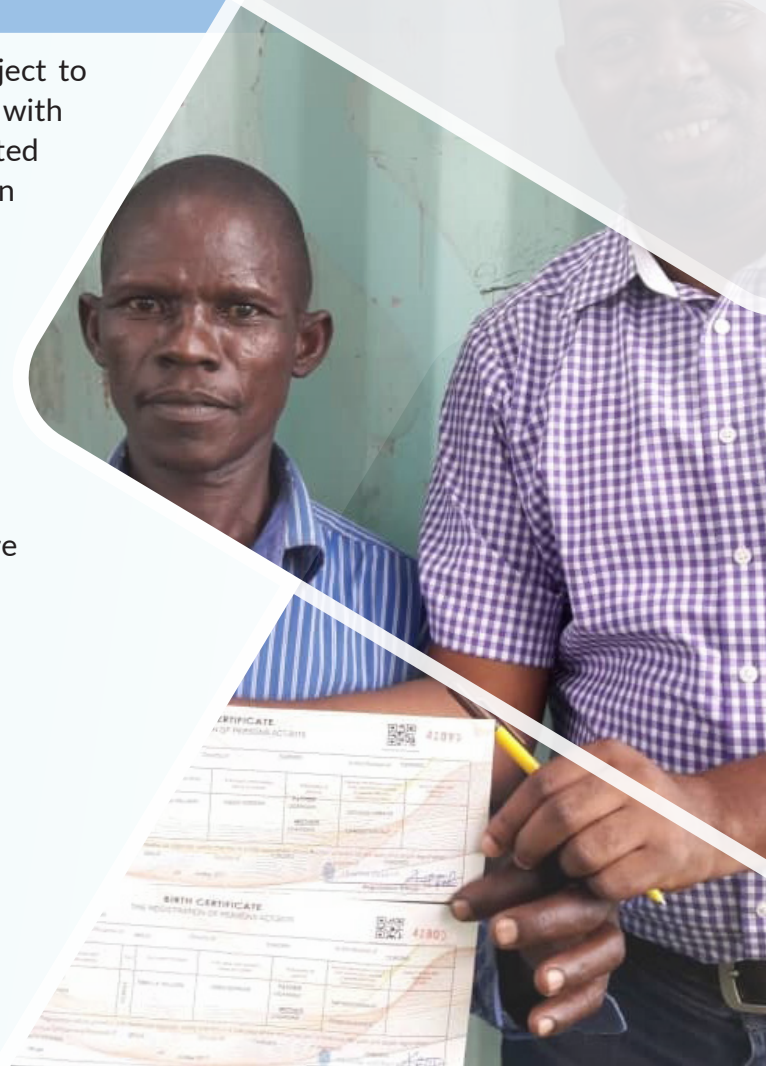


## End of Project Evaluation and the development of a Business Case and Guides to support in the replication of tested birth registration models in Uganda at Plan International Uganda.

Plan International Uganda with funding from Australia implemented a project to strengthen Civil registration and Vital Statistics in Uganda in Partnership with National Identification and Registration Authority (NIRA). The Project targeted new-born boys and girls and unregistered boys and girls in the six districts in Uganda. For late registration, the project targeted children from female and child headed households and households where either the child and/or the parent/caregiver has a disability.

### Deliverables;

AFRITAM supported Plan International to evaluate Performance against goals and objectives set at the beginning of the project; Intended and unintended project impacts, lessons learnt and recommendations for future projects, and Assess sustainability of project interventions.

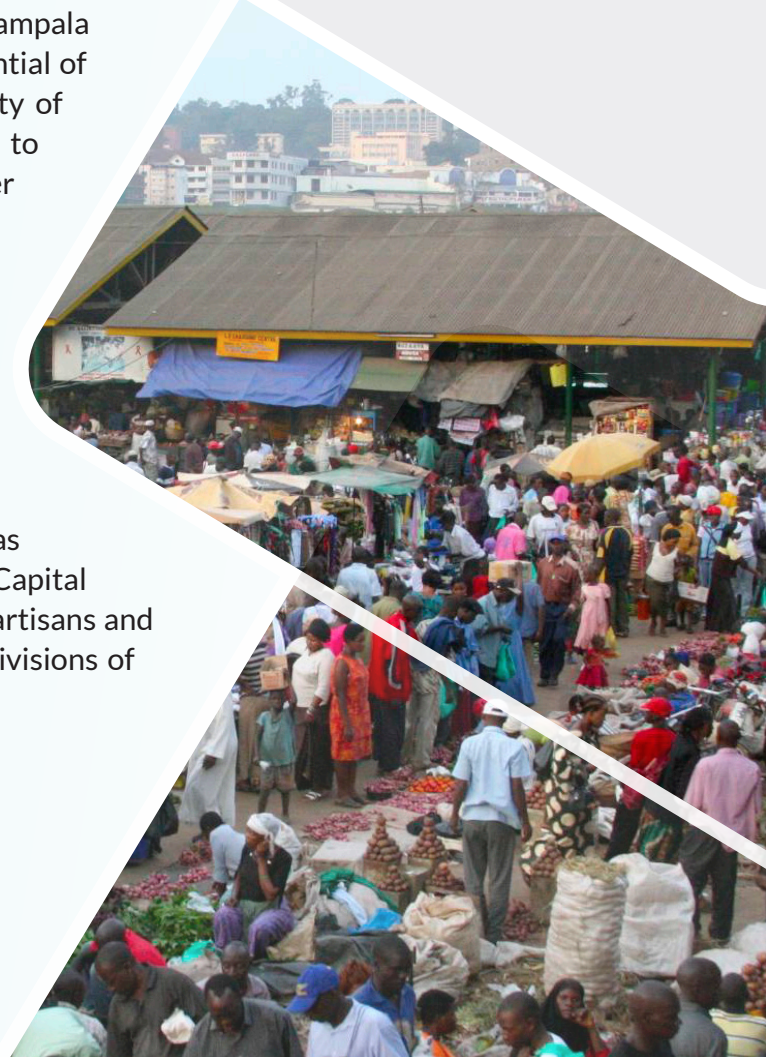


## Enhance LST Revenue Collection in Kampala Capital City.

KCCA sought to conduct a study to enhance LST Revenue Collection in Kampala Capital City. The study specific objectives were to; establish the actual potential of Local Service Tax for Kampala Capital City Authority, explore the possibility of tapping into LST taxpayer IT systems so as to deter erroneous remittances to KCCA, possible remittances to wrong authorities and bringing onboard other categories of income earners who are currently not existent on KCCA's Local service tax register, and finally to examine the current LST fillings so as to improve on their accuracy and to plug possible revenue loss/ leakages.

### Deliverables;

AFRITAM employed a descriptive cross-sectional design using highly participatory and an inclusive mixed methods approach to collect both qualitative and quantitative data. A two-stage stratified sampling design was used to define the sample size. The scope of the study covered Kampala Capital City targeting organizations with employees earning a salary; professionals, artisans and businessmen/women; and informal/unregistered businesses from all the 5 divisions of Kampala.



## AREAS OF EXPERTISE

The scope of services we offer to public administrations (at national, regional or/and local level) and private actors from various industries cover the whole span of the development process. From policy/ strategic planning and financing to monitoring, control and evaluation, we focus on the unique operational capabilities that each entity needs to fulfil its mission and vision.

### **Business Process Reengineering (BPR):**

Under BPR we do fundamental rethinking and redesigning of processes to achieve significant improvements in performance, efficiency and alignment of processes with organizational strategy. We extend this further to develop requirements for automation and development of IT systems.

### **Risk Analysis and Development:**

We'll help you think deliberately about what your risks are, assess the impact of these risks to your organisation and/or business and then put in place an effective risk management strategy to deal with them.

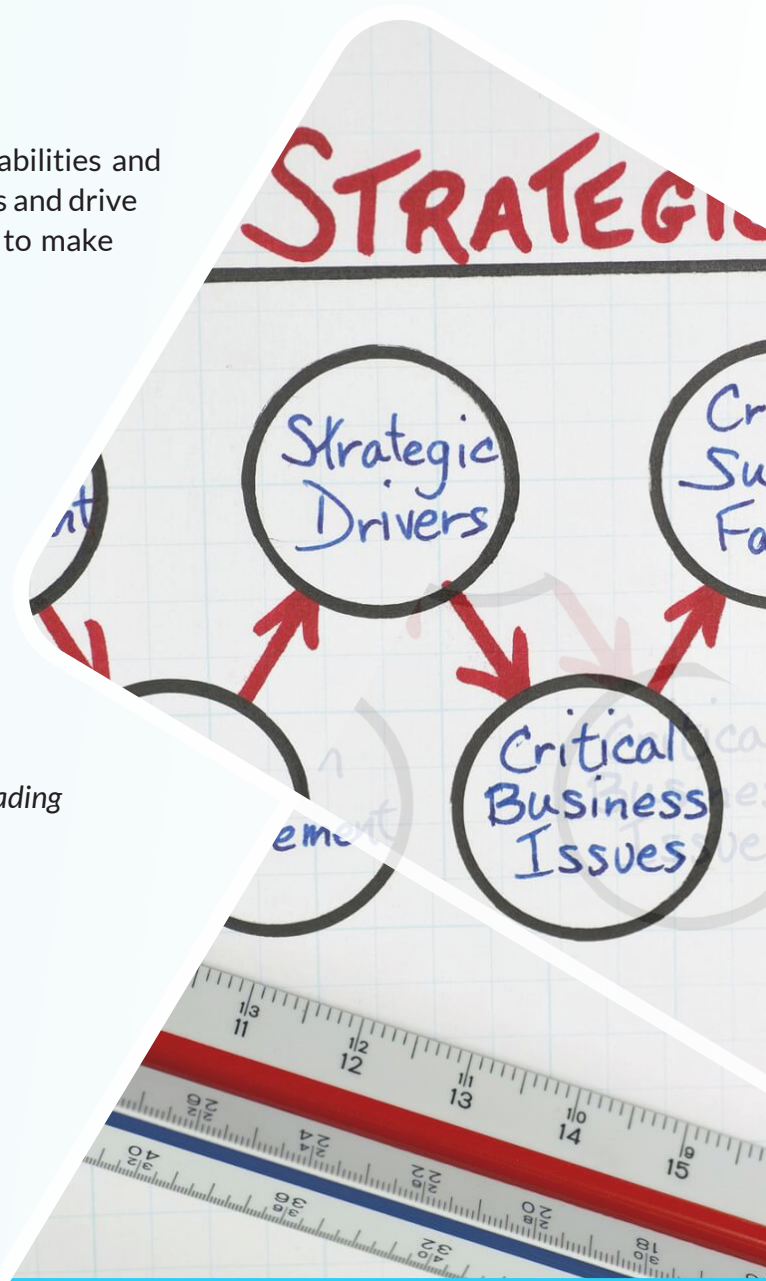




## Strategy Development:

At AFRITAM, We combine deep industry expertise, advanced analytics capabilities and human-centered approaches to help our clients shape their business strategies and drive growth. Be it an IT strategy, corporate strategy or programming, our task is to make strategic planning and implementation easy.

- ▶ *Strategy Planning Facilitation: Align your organization around a clear strategic plan. Partner with us on your strategic planning process and together we will get your team aligned on a clear Vision, Mission, Values, Goals and Actions*
- ▶ *Strategy Implementation: Turning strategic planning into actions and results. Once your team is Aligned around One Destination, we can support your strategy implementation through coaching, training, and accountability.*
- ▶ *Strategy Implementation: Earn the Trust of Your Stakeholders as you Develop your Strategic Plan. By using a facilitator to lead your stakeholder engagement, you'll be able to get the real perspectives from your stakeholders and focus on hearing them, instead of simultaneously leading multiple conversations.*





## **Change Management and Implementation:**

Partner with our AFRITAM Change Advisors to accelerate success on your must-win projects and build organizational change capability.

## **Enterprise Project Management:**

We deliver value for money by providing the highest standards of project management, utilizing our experienced project managers to realize business benefits and deliver projects on time, cost-effective and quality.

## **Process Evaluations:**

We mainly focus on the implementation processes and help in determining how successfully the project or activity followed the strategy, this is done by enhancing your current program and understanding it fully by looking at the logical model.

## **Monitoring and Evaluation:**

AFRITAM offers M&E services so as to improve performance of projects and help organizations and businesses make strategic decisions on policy and investment.



## Customer Relations Management (CRM):

We help you map out CRM implementation or improvement in line with your customer management strategy. We make sure you get comprehensive customer analytics, keep the communication history and always stay up-to-date, and enjoy enterprise-wide process automation.

## ISO Certification and Support Services:

AFRITAM offers training and consulting services to help your organization gain certification to ISO quality management system standards as well as improve your management system. These include education and training, project planning support, gap or readiness assessments, documentation support, document review, advice and problem solving, internal auditing and support for selecting a certification body.

## IT consulting and Software Development:

Linking tech expertise and industry-specific knowledge accumulated in the IT industry.

- ▶ *Custom application development, where we build solutions from scratch and ensure their seamless integration with existing environments and systems.*



- ▶ *Platform-based product customization: With profound knowledge of tech platforms and components, we create software with an optimal set of out-of-the-box and custom features.*
- ▶ *Application redesign where we redesign outdated systems, refactor their code, migrate legacy apps to newer platforms, and review their architectures to give them a new lease life.*

### **Business Intelligence:**

Our Business intelligence (BI) services enable structured data-driven decision-making across the company. An experienced provider of BI solutions, AFRITAM has a team of BI gurus that integrate multi-source data and applies analytics techniques to automatically extract insights from the input records. We will meet your specific BI objectives and solve any BI-related issues to help you get the guesswork out of your decision-making.





## **CORPORATE TEAM BUILDING SERVICES**

We facilitate, organize and execute Team Building Events from small to large groups of more than 1000 participants for either Day or Overnight events. Our experience in Team Building gives us an upper hand in Identifying the Best Team Building activities, Venues and customize Packages for your Team with regards to your needs, objectives and Budget.

The main objective of team building is harnessing a team spirit within the team, learn to appreciate one another, improve Interpersonal and communication skills, time management & multitasking skills, develop trust with each and cultivate a shared focus, vision and mission among your staff.

Our Team Building Activities range from indoor, outdoor and adventure Team Building activities synched with lessons and values that can be applied to suit your needs.



## Our team building services include;

- ▶ Outdoor Team Building
- ▶ Adventure Team Building
- ▶ Indoor Team Building
- ▶ Camping Team Building
- ▶ Strategic Retreats.

## We have a whole range of Team Building activities;

- That bring out an objective.
- That focus on pure team bonding.
- That focus on problem-solving.
- That aid effective communication.
- That focus on build team rapport.
- That strengthen existing team.
- That ignite high performance.
- That aid trust and accountability.
- That promote creative thinking.
- That aligning project teams.
- That develop interdependency.
- That ignite spirit of achievement.
- That internalize corporate values.
- That break silos.
- For empowerment and delegation.





## CERTIFICATE: YOUNG PROFESSIONALS PROGRAM

The Young Professionals Program (YPP) developed in 2015, is an accelerated graduate training programme that provides extra support and enhances skills for fresh graduates below 35 years to gain the essential competencies and sharpen their skills required in the 21st Century workforce.

YPP has a strong focus on developing Strategic, leadership critical-thinking, ethical conduct, creative problem solving, collaboration and communication skills which you may have missed in approximately 25 years of your education journey.

### Available Options

- ▶ YPP in Accountancy
- ▶ YPP in Finance and Banking
- ▶ YPP in HR Generalists
- ▶ YPP in Business Growth and Development
- ▶ YPP in Procurement & Supply Management

### YPP Entry Requirements

#### Admission

- ▶ Fresh Graduate, 35 Years below
- ▶ Degree in a relevant field
- ▶ 5 Cohorts in a year (March, May, July, September, November)

**Fees - UGX: 850,000**

Duration of the Program: 1 Month



## CERTIFICATE IN COMPUTER APPLICATIONS

The Certificate in Computer Applications is a practical course whose main aim is to provide opportunity for interested candidates to develop Information and Communications Technology (ICT) skills that are becoming essential in every sector of our economy.


It also aims at meeting the challenge of preparing students as they make the transition from secondary school to university and college life.

**Fees - Students: \$100**


Duration: 3 weeks



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