

# Success Story

## Strategic Planning

### Workshop on Strategic Planning for an MFI

#### Storyline...

The client is a leading microfinance institution with cumulative disbursements in excess of Rupees 20 Billion. In addition to finance, the client also provides Agriculture Business Development Services and Institutional Development Services. The client is based in Andhra Pradesh and has a pan-India presence.

MaGC™ (formerly NCRCL®) conducted a workshop for the Senior Management and departmental heads of the client with the objective of identifying key reform initiatives for growth and to achieve a coordinated action plan for implementation.

#### Once upon a time...

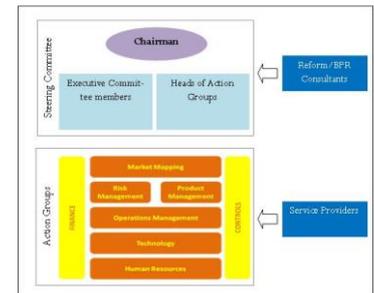
The client was on the verge of high business growth. While each department had a clear idea of the reforms required, there was a need to assimilate these ideas and come up with a company-wide blueprint for implementation. The client invited MaGC™ to handhold them through this process of consensus building. The objective of the workshop was to come up with a concrete plan to implement reforms on a mission mode.

#### Moving on...

MaGC™ began with preliminary discussions with the top management of the client on the objectives of the workshop. This was crucial for structuring the workshop in terms of duration, number of sessions and the target participants.

The actual workshop spread over two days consisted of the following sessions:

- **Session 1** – Introduction and understanding of the working of the client;
- **Session 2 & 3** – Identification of gaps in current systems and processes which had presentations by individual departments;
- **Session 4 & 5** – Brainstorming on the reform initiatives required to address the identified gaps, presentation of the reform initiatives. Uniqueness of these sessions was the constitution of cross functional teams for solution development;
- **Session 6** – Development of joint action plan for implementation.



All the session deliberations were facilitated by senior personnel from MaGC™. The 3PT™ framework developed by MaGC™ governed all the sessions which ensured that the **Policy, Process, People** and **Technology** aspects of the reform initiatives were understood and appreciated by the participants. The work done by the participants was documented using preformatted templates developed by MaGC™.

#### Finally...

The uniqueness of the workshop was the participative methodology followed with the coverage extending to all stakeholders including partners and vendors. The participants were able to come up with a 100 day action plan for implementing the reforms. The 3PT framework also ensured that a comprehensive view of the reforms was possible. The workshop proceedings and outputs were documented by MaGC™ in the form of a report which made it easier for the Top Management to implement. As a post-workshop activity, MaGC™ also helped the management setup a monitoring system to review the progress of the reform initiatives over time.