

Vision

To offer in Northern Tanzania a complete range of high quality IT and associated solutions.

Mission

To provide corporate and individual clients with professional advise, high quality products and effective after-sales services in Tanzania, enabling them to realize their full potential. To be recognized by all stakeholders for our reliability and integrity.

Motto

We sell service!

Values

Integrity

Above all, we are committed to integrity in all that we do.

Ethical behaviour

We encourage ethical behaviour among members of management and staff.

Respect

We respect every individual. We draw strength from equal opportunity and diversity, at the same time supporting personal growth and development.

Customer satisfaction

Satisfied customers are essential to our success. We will achieve total customer satisfaction by understanding what the customer wants and delivering it flawlessly.

Strategies

Details	Details	Status
No out-of-stocks	<ol style="list-style-type: none"> 1. Improve stock recording. 2. Order more, so improve cashflow or take a loan 	struggling
Have alternative suppliers	<ol style="list-style-type: none"> 1. Identify suitable suppliers 2. try out a few and monitor warranty, accounts and promises 	
Have office solutions and solar technology in our product range	<ol style="list-style-type: none"> 1. Improve cashflow / take a loan 2. Employ an electrician 	
Have clean and organised workshops	<ol style="list-style-type: none"> 1. identify an in-charge 2. maintain Inspection schedules 3. Have cleaning materials 4. Re-implement scrap disposal 	
Increasing our client-base		
To expand our market		
Support our clients to improve their use of IT.		
To market on-site training		
Sales promotion to be a regular activity		
All staff to have sufficient knowledge, skills, know-how	<ol style="list-style-type: none"> 1. use of internet and relevant text books 2. peer-to-peer training 	
Have quality technical services	<ol style="list-style-type: none"> 1. give recommendations 2. be their consultants on software and technical issues 	
Have adequate communication skills	In-house, presentations	
Good communication within the company.	<ol style="list-style-type: none"> 1. Use of heads of departments 2. Have management/staff meetings when needed 	
Have formal staff welfare	<ol style="list-style-type: none"> 1. Lunch 2. Medical 3. Staff parties etc. 	
Strong team - also: Moshi and Arusha teams closely cooperating	<ol style="list-style-type: none"> 1. Have management/staff meetings when needed 2. Exchange staff between the places 	
Have cost-cutting measures in place		
Staff to have access to relevant operations' information.	Deploy adequate databases	
All staff to have secondary skills	Peer-to-peer training	
Improve Human Resource Management	<ol style="list-style-type: none"> 1. Feedback interviews 2. Periodical performance appraisal interviews 3. Use Scales 4. Improve Job descriptions 5. Improve contracts 	Ready by 1/6/07
Improve repair efficiency	Use Pre-testing and Post-testing	

