

# Newsletter

December 2014, Issue 19

## Highlights

- \* Annual consultants review 2014
- \* National consultants forum
- \* The Gabriel Al Salem “Consulting Without Borders” Awards
- \* Launch of Certified Management Consultant (CMC) certification
- \* Completion of Phase III of BAS programme
- \* Know How campaign reaches Karakol and Talas



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**European Bank**  
for Reconstruction and Development

## Merry Christmas and a Happy New Year!

This has been a very interesting year full of achievements. We had many wonderful moments which are only not just part of our past, but set aspirations for the future! In this message I would like to emphasise and recognise our teamwork. The year started with a great journey with our colleagues from the Banking department when we went together to Karakol to discover investment opportunities. This resulted in sharing understanding of each other's work and more investment leads. Then in April, we were awarded the Best External Evaluation certificate in London, among the 20+ EBRD Small Business Support teams. This is a recognition of our performance for over 8 years of our programme with the Swiss Government, whose consultant came to Bishkek in 2013 and gave excellent feedback. Further, this year we have been recognised by our sister programme, KyrSEFF, with whom we have conducted a number of events and cross-referrals. I am sure we will have more things to share with you next year which will be even more challenging, so stay tuned! I wish you all Happy New Year and see you all soon!

Regards,

Bakai Zhunushov, National Programme Manager

## National consultants' forum

The forth national consultants' conference “Development of professional standards in consulting” took place on 17 December 2014 in Bishkek.

The forum served as a platform for identifying the needs in professional standards of consulting companies and building partnership among participants. The conference participants discussed different professional standards such as Certified Management Consultant (CMC), Project Management Professional (PMP), Certified Performance Technologist (CPT), Certified International Professional Accountant (CIPA), as well as ethical issues in consulting, relevance of professionalism and standards of consulting processes.

The forth national forum brought together over 100 participants, including representatives of international organisations, educational institutions, entrepreneurs and consultants.

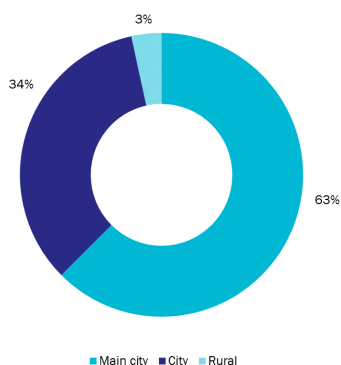
The forum also marked the fifth anniversary of the establishment of the Institute of Management Consultants (IMC) in the Kyrgyz Republic with a festive dinner, entertaining performances and valuable prizes for active participation and event promotion in social media. Check out #imckg on Facebook, Twitter and Instagram.



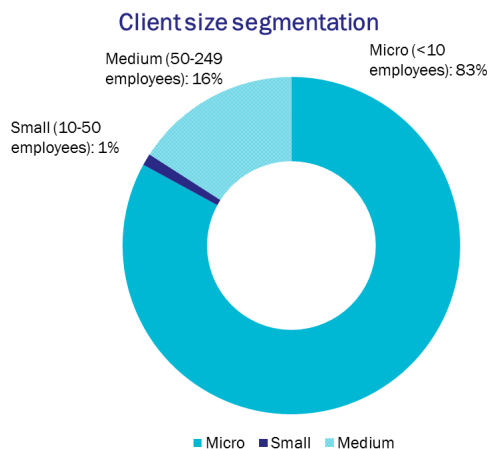
## Annual consultants review 2014

We are pleased to share the results of our Annual Consultants Review (ACR) conducted in the summer of 2014. Please note that the results presented here are not representative of the national consultancy market and must not be cited out of context.

Most of our 88 respondents are very small, local consulting companies. The majority (73%) of our respondents reported having grown their business in 2013 compared to 2012. 56% of respondents' employees are women, while 1% have female ownership and 25% have a female Director or CEO. 67% of responding companies carry out subsidised projects. On average, over a quarter (28%) of respondents' projects are subsidised by government or donors. Most of them are located in Bishkek.



Typically their clients have less than 10 employees. 83% of respondent's clients are in the micro segment (less than 10 employees). 16% of clients are reportedly in the medium segment (50-249 employees) and only 1% are in the small segment (10-49 employees). On average, our respondents reported to have 49 clients per year, of which 28% are new clients. A quarter (25%) of respondents carry out projects abroad. 69% of respondents perceive that competition has grown in their area over the past year.



Many respondents benefit from professional development opportunities. 67% of respondents participated in professional development training in the previous year. Over a third (34%) of respondents participated in trainings organised by the EBRD.

Average turnover

€139,981

Respondents with turnover growth in 2013

73%

Respondents with turnover growth in 2013

73%

Respondents with turnover growth in 2013

73%

With a website

51%

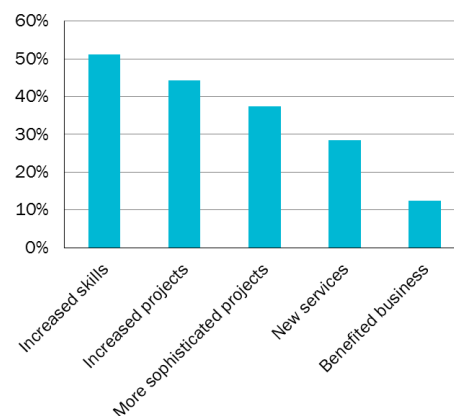
Membership in consultant association

41%

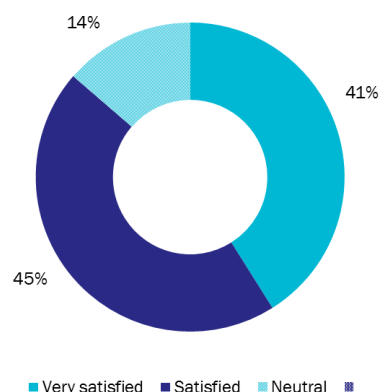
85% of respondents who participated in trainings paid for their attendance. Check out our **Grow Your Consulting Business** training series to find out more about our opportunities for continuous professional development at [www.ebrd.com/knowhow](http://www.ebrd.com/knowhow)

Many respondents reported improving their business by working with us.

### Our contribution to business improvement

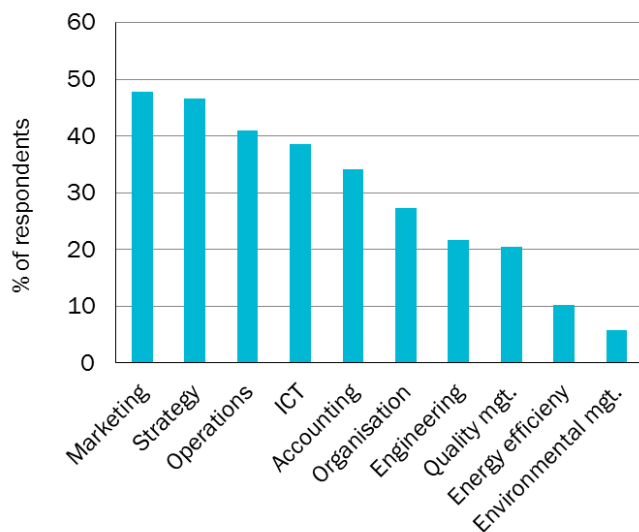


### Satisfaction with our support

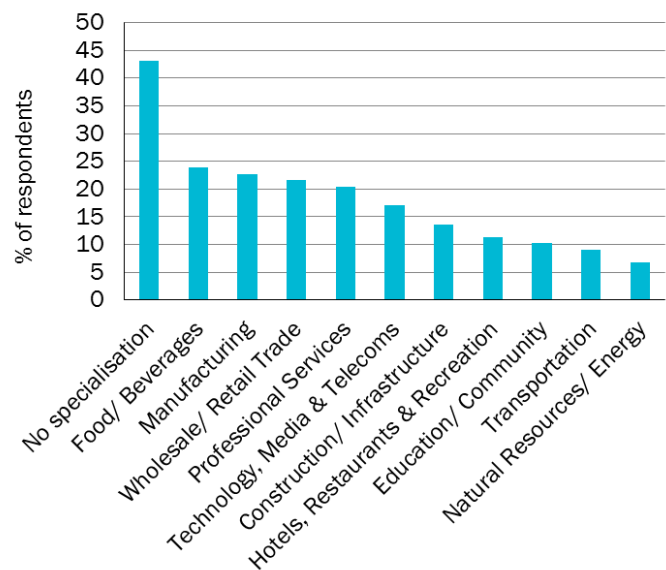


## Annual consultants review 2014 — continuation

### Advisory services by type



### Advisory services by industry



## The Gabriel Al Salem “Consulting Without Borders” Awards

The Gabriel Al-Salem Foundation is pleased to announce the 2014 competition for the International “Consulting Without Borders” Award (the Gabriel Al-Salem Award for Excellence in Consulting). They welcome applications from professional consultants and consulting companies who enjoy an excellent reputation in their countries and have made a significant contribution to the promotion of high professional standards in consulting in their work, and hold excellent evaluations of their work from their clients and colleagues. The [deadline for submission of applications has been extended until 15 January, 2015](#). You can apply for the Awards by completing an online application at the Gabriel Al-Salem Foundation website, [www.ga-foundation.org](http://www.ga-foundation.org)

## Launch of Certified Management Consultant (CMC) certification

Despite the growing number of local consultants and consulting firms in the Kyrgyz Republic, the level of professionalisation and recognition among stakeholders remains relatively poor. In order to address this, the EBRD supports the qualification of selected local consultants who will become the standard bearers for the industry in the Kyrgyz Republic, support the creation of a training framework for continuous professional development and raise the profile of professional recognition among consultants, the private sector and stakeholders within the country.

The whole certification process, including seminars and coaching is being conducted by the Institute of Management Consultants of Ukraine and is held in Russian language.

On November 14, IMC Ukraine held the first introductory training and interviews with potential CMC consultants.

As of now, out of 30 applications from the Kyrgyz Republic, Tajikistan and Kazakhstan, 12 were admitted for further certification. The next training on “Management consulting essentials and ethics” is planned for January 15-18 and is open for everybody interested. To learn more contact IMC KR by tel. +996 701 58 59 60 or [pr@imc.kg](mailto:pr@imc.kg)





## EBRD marks completion of Phase III of business advisory programme, with 400 SMEs supported

On 18 November, 2014 we held a ceremony to mark the completion of Phase III (2010-14) of advisory support to small and medium-sized enterprises, funded by the government of Switzerland.

Over the course of Phase III (2010-14) the EBRD has helped over 400 SMEs in the Kyrgyz Republic to access business advice to transform their businesses, committing over €2.6 million in funding and exceeding the target of 280. The EBRD has drawn on the know-how of a network of local consultants to help transform a wide range of businesses, looking at areas including strategy, marketing, operations, quality management, energy efficiency, financial management and beyond.



This advice has had a tangible impact on the performance of the assisted enterprises: 93 per cent increased their turnover, while 60 per cent reported growing their workforce by an average of 14 per cent. Moreover, three-quarters of assisted enterprises were located outside of Bishkek, highlighting the EBRD's commitment to providing advice also in under-served areas.

In this time, the EBRD has also built a stronger, more competitive market for business advice. Although it is still in the early stages of formation, the EBRD has created a network of 163 active consultants and supported the establishment of an active Institute of Management Consultants (IMC) of the Kyrgyz Republic, which currently has 70 members. Swiss funding has also promoted the professionalisation of the local consultancy market by improving the skills and knowledge of local consultants in the Kyrgyz Republic via training courses and conferences.

The completion ceremony gathered representatives of government, international organisations and business associations.

## Know How campaign—outreach in Talas and Karakol

The newly launched Know How campaign continues to reach far ends of our country. Now, presentations were held in Karakol and Talas, targeting more than 200 beneficiaries and stakeholders.



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