



AN INTEGRATED CORPORATE STRATEGY FOR QUEMIC



'uniQUE solutions by dynamIC people'

CURRENT CHALLENGES AND REALITIES

- Quemic finds itself in a rapid business growth environment and the urgent need to build its institutional capacity in an effort to successfully achieve its medium- to long-term goals.
- Quemic possesses the required leadership capacity to achieve business excellence within the security industry. This attribute is supported by an exceptional level of professionalism, subject expertise, drive and energy.
- Quemic's geographic footprint provides a firm base for positive future expansion of the home and African market, within the security industry.
- Quemic possesses an excellent rapid crisis response capability.
- Quemic is compliant with the statutory obligations required for sound business practices in South Africa.
- There is an urgent need to establish an integrated Quemic business system, supported by an appropriate information management system.

KEY DRIVERS

- ▶ An endeavor to contribute to the creation of a safe and secure South Africa in support of state security services &
- ▶ The need to comply with statutory obligations for sound business practices in South Africa &
- ▶ A passion for business excellence and a belief in self and others &
- ▶ A commitment to make a difference to the lives of our people &
- ▶ A keen sense for customer care

ENVIRONMENT



STRATEGIC INTENT

To establish a business centre of excellence for the benefit of all the members and customers of Quemic

SEE
DECIDE
ACT

MEANS

QUEMIC's Organisational Structure



SUPPORTING STRATEGY A: To strategically position Quemic for its role as a preferred service provider of integrated security solutions in Africa.

WAYS

System Framework

STRATEGIC GOALS

- Strategic Goal 1**
To maintain and enhance integrated institutional capacity for the successful conduct of Quemic's operations.
- Strategic Goal 2**
To provide quality integrated security solutions, products and services to the satisfaction of Quemic's customers.
- Strategic Goal 3**
To secure, sustain and enhance prime contracts through innovative marketing and superior customer relations and support.
- Strategic Goal 4**
To provide quality integrated support and information management systems to sustain Quemic's operations.

Integrated Goal Structure

IMPLEMENTED SYSTEM AND MISSION-READY CAPABILITY

OPERATIONAL STRATEGIES

- Strategic Goal 1**
- An integrated Quemic business process, strategy, policy and planning framework.
 - An appropriate Quemic education, training and professional development programme.
- Strategic Goal 2**
- A network-enabled Quemic operations centre capability and system.
 - A Quemic operational doctrine for integrated security operations.
- Strategic Goal 3**
- A marketing and new business development system for Quemic.
 - Appropriate knowledge resources, products, services and a technology base that will meet the customers' requirements.
- Strategic Goal 4**
- An integrated support system incorporating administrative, financial, logistics and human resources support.
 - An integrated information management and communication system.

System Framework

PURPOSE STATEMENT

- MISSION SUCCESS FACTORS**
- **Mission-Ready Integrated Capability** - the ability to project trust and the means to execute and sustain solutions.
 - **Dominant strategic alliance partners** - the ability to mobilise alliances and partnerships to the benefit of Quemic and its customer.
 - **Expert marketing and new business development** - the ability to win customer and strategically position Quemic to conquer new markets.
 - **Appropriate utilisation of advanced technology** - the ability to selectively and appropriately develop, acquire and utilise technology. The key is to be practical, appropriate and affordable.
 - **Independence and non-alliance** - the ability to source the best systems, products and services to fit unique and specific customer requirements.
 - **Quality solutions** - the ability to provide quality solutions, products and services to the satisfaction of the customer.
 - **Resources** - the ability to mobilise required resources for the growth and sustenance of Quemic as a business centre of excellence.
- VALUE SYSTEM**
- The value system guides the behaviour and attitudes of all involved in the business concept of Quemic.
 - Be open-minded towards others
 - Always see the big picture
 - There must be an eagerness to work
 - There must be a high sense of energy and enthusiasm
 - Have a commitment to quality
 - Take decisions
 - Face and solve problems
 - Quemic's values underscore an inherent passion to energise the work environment. It emphasises teamwork and collaboration. It supports the practice of high communication, a sense of urgency and commitment as well as continuous individual and institutional growth.

POLICY FRAMEWORK

ENDS

- VISION**
- Quemic is the most admired and innovative centre of excellence for integrated security solutions in Africa.
- MISSION**
- Quemic is an unique and dynamic company that continuously ensures a high level of security integrity for select customers in Africa.

THE FUTURE

- PREFERRED SCENARIO ACHIEVED**
- An institutionalized and integrated Quemic business best practice and system established.
 - Business excellence achieved through resilient, committed and competent employees and satisfied customers.
 - The Quemic brand is well known and established throughout select home and African markets.
 - Quemic is strategically positioned in Africa as a preferred supplier of integrated security solutions and quality services and products.
 - Quemic's personnel and customers experience a high level of trust, integrity and mutual understanding and they work together as a smart team.
 - Quemic members and customers are treated with dignity, consideration and respect down to grassroots level.

"The whole is greater than the sum of the parts"

"The right system is not so much chosen as created"

SUPPORTING STRATEGY B: To strategically direct, manage, form, guide and develop Quemic as a business centre of excellence and to build a smart team.