ETIHAD GLOBAL

OPERATIONS HEALTH CHECK · CLIENT PACK

Your Health Check: what happens next

Know where your operations lose time and money, before you spend on fixes. This pack explains each step and what we need from you.

From EGP 15,000

Findings in 10 to 20 business days

100% credited within 90 days



Inside this pack 1 What you receive · 2 How it runs · 3 What we look at · 4 What we need from you · 5 Who we will meet · 6 Fee and credit · 7 Your information

1 What you receive

Health Check Report
The 1 to 5 scorecard across six areas, top findings with evidence, and root causes. In English or Arabic, chosen at kick-off.

Prioritised roadmap
30-day quick wins, core fixes and system decisions, each with effort and a budget range.

Recommended next step
The service or path that fits, with a fixed-scope proposal, presented at the findings session.

Findings session
90 minutes with your management team to walk through the results and agree priorities.

30-day follow-up
45 minutes to review quick-win progress and open questions.

Your fee, credited
100% of the fee is credited against a project or path you sign within 90 days of the findings session.

You can act on the roadmap with us or on your own. The report and roadmap are yours.

2 How it runs

Kick-off
45-minute call: scope, people, language

Your data
The checklist in section 4 and a short questionnaire

On site
Interviews and process walk-throughs

Analysis
Scoring with evidence

Findings session
Report, roadmap and proposal

Follow-up
After 30 days

	Band A · 10–50 staff	Band B · 51–150 staff	Band C · 151–500 staff
Days on site	3	5	8
Findings delivered in (business days after we receive your data)	10	15	20

The clock starts when we have the data in section 4. Missing items are fine: tell us, and we note it as a finding.

3 What we look at

Six core areas, each scored from 1 to 5, plus one module for your sector.

1 Ad hoc	2 Basic	3 Defined	4 Controlled	5 Managed and measured

1 · Processes

How orders, purchasing, production or service delivery and month-end actually flow, and where work waits, repeats or breaks.

2 · Systems & data

Which systems and spreadsheets you use, how they connect, and how reliable the numbers are.

3 · Back office

HR and payroll, finance administration, purchasing and sales administration.

4 · Compliance

E-invoicing and e-receipt, VAT, labour law and social insurance records.

5 · Management information

Which KPIs management sees, how often, and how far they trust them.

6 · Workplace

Supplies spend and stock-outs, equipment condition, workspace readiness.

Sector module (one included)

Manufacturing

BOMs, production costing, raw-material use, batches and traceability

Trading & Distribution

Multi-warehouse stock, credit control and collections, quotation to order

Retail & e-Commerce

Store-to-head-office flow, POS reconciliation, multi-site payroll

Logistics

Driver settlements, fuel and maintenance costs, hub reporting, collections ageing

Other sectors: no separate module. We score the six core areas and focus the interviews on your own key flows. An extra module or extra site costs EGP 7,500.

4 What we need from you

Send what exists, as it is. If something doesn't exist, that is useful to know.

- [ ] Organisation chart and headcount by department and site — All bands
- [ ] List of the systems and spreadsheets you use, and who uses them — All bands
- [ ] The last 3 months of management reports or KPI packs — All bands
- [ ] Last 12 months' income statement and balance sheet (management accounts are fine) — All bands
- [ ] Samples: 5 sales orders, 5 purchase orders, 5 invoices, 5 delivery notes — All bands
- [ ] How many days month-end close usually takes — All bands
- [ ] E-invoice and e-receipt status with the Egyptian Tax Authority — All bands
- [ ] Last month's payroll summary and social insurance submission (totals only) — All bands
- [ ] Any written procedures, policies or approval limits — All bands
- [ ] Stock list and the result of the last stock count, if you hold stock — B · C
- [ ] Supplies and equipment spend for the last 6 months; main equipment and its age — B · C
- [ ] Items for your sector module (we send the short list at kick-off) — All bands

Tip: a shared folder with one sub-folder per item makes this quick. We confirm what we received within one business day.

5 Who we will meet

Meeting	A	B	C	Length
CEO / General Manager	●	●	●	60 min
Finance	●	●	●	60 min
Sales	●	●	●	45 min
Operations: production, warehouse or service delivery	●	●	● per site	60 min + walk-through
HR and payroll	with Finance	●	●	45 min
IT or system owner	with Finance	●	●	45 min
Purchasing	with Operations	●	●	45 min
Front-line users, 2–3 per process	—	●	●	20 min each

6 Fee and credit

Band	Employees	Days on site	Findings in	Fee (EGP, excl. VAT)
A	10–50	3	10 business days	15,000
B	51–150	5	15 business days	25,000
C	151–500	8	20 business days	40,000
Extra sector module or extra site	—	—	—	7,500
Report in both English and Arabic	—	—	—	5,000

100%

The full fee comes back to you

Paid in full on order. The findings timeline counts from receipt of the requested data. 100% of the fee is credited against any project or path you sign within 90 days of the findings session.

7 Your information

Confidential

Everything you share is used only for this Health Check. We sign your NDA on request.

About processes, not people

Findings describe how work flows and where it breaks, never individual performance.

Returned or deleted

At the end, we return or delete your data on request and keep only the report.

Questions we often hear

Why is the Health Check paid?

Because it is real work: 3 to 8 days on site plus analysis by our consultants. The fee is credited in full if you sign a project or path within 90 days.

Do we have to work with Etihad Global afterwards?

No. The report and roadmap are yours, and you can act on them with us or on your own.

We already have an ERP. Is it still useful?

Yes. The Systems & data area shows whether the problem is the system, the set-up or how it is used, before you spend on a new one.

Can the report be in Arabic?

Yes. Choose English or Arabic. A report in both languages costs EGP 5,000 more.

Ready to start?

Book online and we reply within one business day with your band, a scoping call and a start date.

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Sunday to Thursday, 9:00 to 17:00

Etihad Global is part of the Etihad Group: Etihad Global Academy trains, Etihad Global Talents verifies and matches, Etihad Global delivers.