



Key Solutions is located in New Belgrade,  
the heart of corporate world.

 Mihajlo Pupin Boulevard 10E, Yu Business  
Center ; Nedeljko Gvozdenovic Street 16a.  
11070 New Belgrade, Serbia

 [info@keysolutions.rs](mailto:info@keysolutions.rs)

 [www.keysolutions.rs](http://www.keysolutions.rs)



QUALITY DEFINES US



# ABOUT US

**Key Solutions Consulting is founded in 2011.**

We are a consulting company that provides services in the field of HR management, Organizational Development, Performance Management, Executive Search and Strategic Management of HR functions in companies, all with the aim of successfully introducing changes and ensuring continuity in business results of our clients.

We are a domestic consulting company that has been successfully improving the business of some of the largest domestic and foreign companies for 11 years.

The basic principles on which our practice is based are the maximum use of the internal potential of each of our clients (companies), the most successful international practices combined the specifics of the local environment.



The founder of Key Solutions Consulting is Milenko Mladenovic. Many years of corporate experience gained in top management positions in the largest domestic and foreign companies in the country, brought him the necessary expertise to manage our company.

He worked in the following companies: MPC Holding, Intesa Bank AD Belgrade, Knjaz Milos AD, IPS Media, Hemofarm Stada, Credit Agricole Bank, Roaming Electronics. He is a graduate economist, with a large number of completed professional seminars and certificates in the field of HR Management, Organizational Development, Strategic Management, in the country and abroad. He graduated with a MASTER from the Bled School of Management - IEDC BLED. His expertise is related to the areas of Human Resource Management, Organizational Transformation of Companies, Introduction of Employee Performance Assessment Systems, Improving Corporate Culture in the Company, Business Coaching and Education of Management Teams.

**FOUNDER & CEO**  
Mladenovic Milenko





# OUR MISSION AND VISION

Our mission is to offer clients the highest quality, innovative and practical solutions in the field of human resource management and organizational development, building a long-term partnership.

Our vision is that with our unique approach and the support of a top team of professionals, we inspire our clients to achieve top results.

**OPERATIONS MANAGER**

Vasic Natasa





# OUR CORPORATE VALUES

## TRUST

We strive to act in a manner that builds trust with our clients.

## INTEGRITY

Res, non verba.

## FOCUS

We only focus on key solutions.

## WE LEAD

Clients are our priority, we encourage them to become the best versions of themselves by giving them full professional treatment and support.



# KEY SOLUTIONS IN YOUR BUSINESS SYSTEM

Our offer is unique and differs due to the fact that for our clients we do projects, perform analyzes, implement new business models, but also offer the opportunity to be part of our client's business system 24 hours a day on the principle of IN HOUSE consulting services.

Our methodology aims to support companies in managing their employees and exploiting their potential, with the help of innovative HR products based on research, as well as long-term application in the largest multinational companies.

The solutions we give and the services we provide are being supervised by our house even after the implementation.





# KEY SOLUTIONS APPLICATION

Key Solutions Consulting has patented its application in accordance with the highest world's HR and ICT standards.

The Key Solutions application allows all our clients to access the complete process of testing, performance management, individual employee development plans, employee satisfaction analysis, as well as all other activities on which our cooperation is based, with just a few clicks.

In addition, the Key Solutions Application provides an opportunity for all our clients to get acquainted in detail with all the services we offer and to quickly and easily forward us an inquiry about the service they are interested in in order to get answers to all questions and concerns.

The application helps us to provide customers with even greater, faster and more effective support within all HR processes, raises the quality of our services to the maximum level and ensures optimal functioning of all segments of our business.





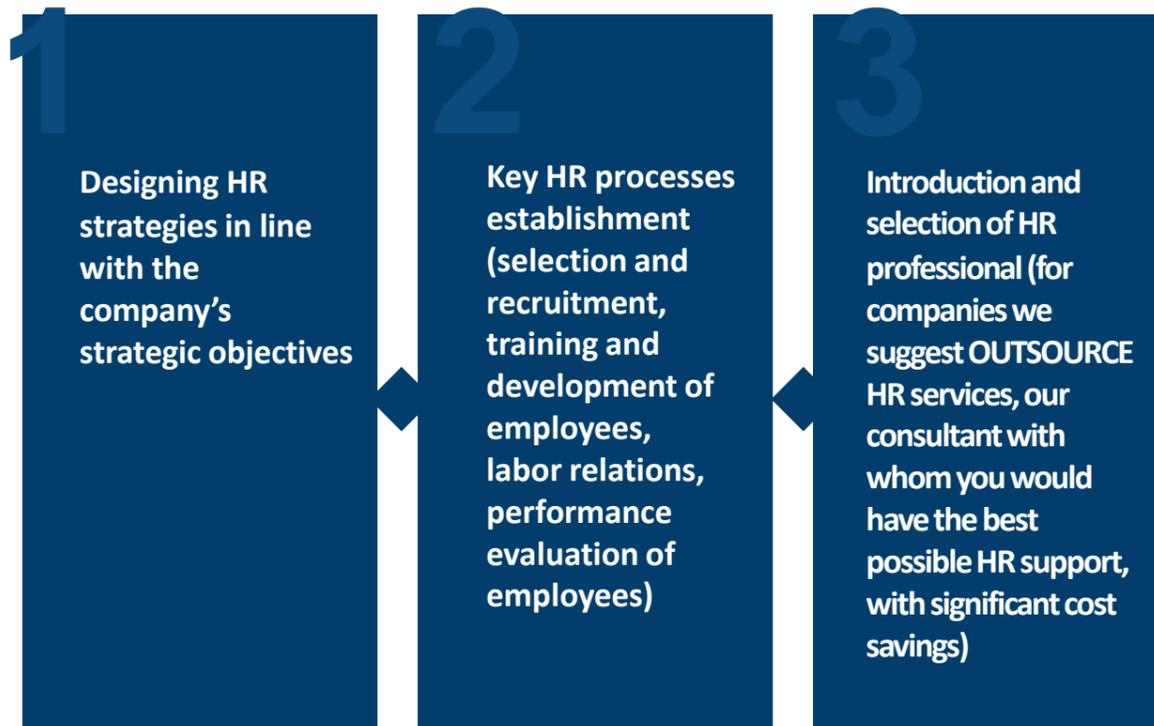
# OUR SERVICES

## HR FUNCTION ESTABLISHMENT

An important step in achieving the set goals of the company is the establishment of the HR function, which is one of the most important business functions in the company.

The need for HR function establishment usually occurs when the company reaches the level of 30 or more employees and when it is necessary to consolidate all HR processes in one place.

This service includes the following steps:



## COMPANY'S ORGANIZATIONAL MODEL ANALYSIS

By analyzing the Company's Organizational Model, we look at the specifics and diagnose the situation in your organization, in order to have a later package of measures to improve it.

We conduct the analysis of the organization through the following phases:





# HR OUTSOURCE

HR Outsource functions is a service that profiles our company as a leader in the Serbian market. It involves complete / partial outsourcing of all HR processes, except for personal administration and payroll. It covers all areas of work in human resource management: Performance Management, Talent Management, Projects for Improving Corporate and Organizational Culture, Selection, Development and Education of Employees. **We become your Internal HR Partner.**

We recommend to all companies a form of cooperation based on the principle of HR Outsource function, in which we set an annual strategy for work in human resource management and organizational development, as well as the possibility of business consulting and operational support for process management in these areas.

**We are ready to be your partner 365 days a year and to improve your business every day.**





# PERFORMANCE MANAGEMENT

This service is one of the most important tools for measuring the productivity of each employee, as well as a powerful instrument for achieving company goals and the ability to reward quality managers and operatives in the business system.

Our consultants have the expertise and rich experience in introducing employee performance evaluation systems, and we guarantee full success if you become a user of our service.

*Management by objective works - if you know the objectives.*

*Ninety percent of the time you don't.*

- Peter Drucker

# EXECUTIVE SEARCH

Executive Search is a service dedicated to finding professionals for the needs of our clients through direct access, advertising and review of the candidate base.

During the selection process, we use our own database and personal contacts, but we also collect information from additional sources that refer us to potential candidates.

Before presenting a candidate to a client, we conduct a thorough competency-based interview and our consultants begin a detailed background check. We strive to provide the client with as much information as possible that could influence his choice.

When an offer is made to the selected candidate, our consultants are available for cooperation in possible additional negotiations.





# TALENT MANAGEMENT

## Do you know who the talents are in your company?

Do you motivate them to be a member of your team in the future? Do you have a designed program for their development and career advancement through the company?

Key Solutions Consulting offers you talent management solutions in your company.

The importance of attracting and retaining talent for any organization is similar to the importance and need of football clubs to have the best players. Talents are the ones who contribute the most to the development and achievement of goals and the creation of additional value for the company.

Key Solutions Consulting offers you solutions for managing the entire process, as well as project engagement of our consultants in different phases.

This is a continuous process and we guarantee you the improvement of business results after the establishment and implementation of the Talent Management strategy in your company.





# BUSINESS COACHING

Business Coaching is a technique that helps Managers and CEOs receive one-on-one training to reach their full potential, develop both personally and professionally and improve skills that can contribute to increasing effectiveness, and thus successful company results.

During these sessions, topics such as: Strategic Thinking, Adaptability to Change, Performance Management, Open Communication, Interpersonal Skills, Team Development, Motivation, Organization and Conflict Management are covered.

# HR PROFESSIONAL PROGRAM

HR Professional Program is a mentoring program designed so that HR employees (as well as beginners who want to build a career in the field of Human Resource Management) reach a higher level in their careers by transferring knowledge, experience and methodology by our consultants.

During the program, the following topics are covered: HR impact on the organization, Selection and recruitment, Implementation of Performance Management, Talent Management, Internal communications, Team conflict resolution, HR budgeting, Employee education and development strategy, Employer branding, as well as organizational structure and culture.



# ASSESSMENT – TEAM

## PERFORMANCE ASSESSMENT

Team assessment provides information on the potentials, limitations and capacities of team members, based on which team success can be predicted.

This methodology also provides insight into the competencies of candidates during the selection for a particular position within the organization, provides information on their strengths and weaknesses and allows comparison of candidates.

It involves the use of psychological tests, tests of leadership skills, as well as intelligence tests, creating an assessment center for employee evaluation.

The service is recommended for the assessment of management positions at all levels in the company.





# 360 ° ASSESSMENT

Assessment of respondents using the 360° methodology involves the examination of managerial and leadership skills at three levels - at the level of superiors, subordinates and at the same organizational level.

The service is intended for all leaders and managers who aim to improve their skills based on the feedback of their employees, in order to improve the quality of work atmosphere and better performance, and thus contribute to the company. This service is also used to assess the Leadership and Managerial capacity of employees in these positions.

# EMPLOYEE SATISFACTION SURVEY

Are you interested in the "blood picture" of your company?

What are your strengths and weaknesses and areas for improving your corporate culture?

The survey of employees' attitudes is a survey of employee satisfaction with certain motivational factors through a questionnaire, with a clear proposal of activities that will lead to improvement in the coming period. Using the questionnaire for assessing the attitudes of employees, we gained insight into what the expectations of employees are, how satisfied they are with the work in the company and whether their values are in line with company values.

The research includes a questionnaire of at least 80 questions on the basis of which we make a quantitative and qualitative analysis. The research is conducted through our Application.



# OUR TEAM

Our consultants are experts in the field of HR management, organizational development, psychology, law and finance, with many years of experience in managerial positions in the largest business systems.

Our team of consultants, who performed managerial functions in the field of HR Management in the largest companies, is ready to transfer their knowledge to our clients in order to improve their business.

# REFERENCES

TeleGroup

BANCA INTESA

entero

MPC HOLDING

BRISQO.

IC & PARTNERS

DEUS business group

BFF BABY FOOD FACTORY

COMTRADE DISTRIBUTION

Pionir

ROAMING ELECTRONICS

ALUKÖNIGSTAHL

ATOS FRUCTUM

Massimo Dutti

pepsi.

NMI

imlek

Deuric VINARIJA

MERKUR OSIGURANJE

GRH

USAID FROM THE AMERICAN PEOPLE

Alimpex ALUMINIJSKE I PVC KONSTRUKCIJE

DEUS SYSTEM

TRANSPORTSPED BEOGRAD

Tehnomanija

consili

TRANSFERA TRANSPORT & LOGISTICS

VICTORIAGROUP

MAN UFAK TURA OSTOJIĆ

PETROVIĆ & GLOGONJAC

AQUARIUS

MARKA MARIČIĆ

VISARIS DIGITAL RADIOLOGY

kraft foods

NECTAR

Carlsberg

BEKAMENT

DEX CO

Hemofarm

fershop

CLOUD MEDIA Helping brands. Making friends.

DIS

ENELPS

METALFER STEEL MILL

MOND LINE PRO

YUGOIMPORT SDPR J.P.

WHITE CITY systems