



K2-TECHTOP CONSULT (Pvt) Ltd

MANAGEMENT CONSULTANTS



COMPANY PROFILE

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Who Are We?

K2-Techtop Consult (Pvt) Ltd is a Harare-based management consultancy firm which has been operating in Zimbabwe since the late 1980s. K2-Techtop Consult (Pvt) Ltd brings to all its assignments a corporate experience spanning almost three decades of development consultancy work in Southern and Eastern Africa and beyond. Its sister company operates in Denmark as K2-Consult A/S.

Countries of Working Experience

K2-Techtop's consultants have extensive working experience in a number of countries in Africa and elsewhere. We have worked on assignments commissioned by clients in Botswana, Djibouti, Eritrea, Ethiopia, the Gambia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mozambique, Namibia, Nigeria, Rwanda, Sierra Leone, South Africa, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe in Africa; Jamaica, Grenada and St. Kitts and Nevis in the Caribbean; India and Pakistan in Asia; and Papua New Guinea in Oceania.

Our Management/Senior Consultants



Peter C.N. Mazikana

Strategic Planning, Records and Information Resource Management, OD, Public Sector Reforms

Peter has many years of experience in records and information resource management, strategic planning, institutional development, public sector reforms, human resource development and job evaluation. He has undertaken consultancy assignments and served as team leader in countries such as South Africa, Namibia, Malawi, Zimbabwe, Zambia, Botswana, Mozambique, Uganda, Lesotho, Swaziland, Ghana, the Gambia, Kenya, Ethiopia and Tanzania in Africa, as well as in Jamaica, Grenada, St. Kitts and Nevis in the Caribbean. He is a former Deputy Director of the National Archives of Zimbabwe.

Peter obtained his first degree from the University of London and did post-graduate studies at the University College, Dublin. He is a Certified Management Consultant (CMC).



Knud A. Rasmussen

Monitoring & Evaluation, Project Management, Good Governance

Knud has many years of consulting experience with international development agencies in many countries including Zimbabwe, Uganda, Mozambique, Malawi, Zambia, Tanzania, Eritrea, Djibouti, Somalia, Lesotho, South Africa, Liberia, Sierra Leone, Ghana and Nigeria in Africa, India and Pakistan in Asia, Papua New Guinea in Oceania, as well as in Europe. His areas of expertise include Results-Oriented Monitoring (ROM), organisational development, project management, financial management, good governance and

the rule of law, development of public-private partnerships, and decentralisation of public institutions and services.

Knud graduated from the Technical College in Aalborg and the Business College in Aarhus, Denmark, and obtained a Masters degree from the University of Birmingham.



Lovemore M. Zinyama

Monitoring & Evaluation, Design of Research Methodologies, Customer Satisfaction/Service Delivery Surveys, Social Research

Lovemore is a social scientist by training with wide experience in designing research methodologies, conducting service delivery/customer satisfaction surveys, evaluation of programmes/projects on behalf of governments, NGOs and international development agencies. He has worked as a consultant and team leader on numerous assignments in Ethiopia, Kenya, Tanzania, Malawi, Uganda, Zambia and Zimbabwe. He is a former Professor of Geography and Dean of the Faculty of Arts at the University of Zimbabwe.

Lovemore is a graduate of the University of London and the University of East Anglia, both in the UK, and the University of Zimbabwe. He is a Certified Management Consultant (CMC).

Associate Consultants

We maintain a database of associate consultants who are experts with many years of consulting experience, enabling us to field the best possible teams of consultants for short and long term assignments. The associate consultants are drawn from within Zimbabwe, from the region as well as from abroad through our linkages and partnerships with foreign consulting firms.

International Linkages

K2-Techtop has established links with other regional and international consulting firms. These links enhance our capacity, enabling us to call upon the resources and expertise of these international partners when necessary.

Our Areas of Expertise

We provide consultancy services of the highest international standards in the following areas:

- Strategic Planning
- Institutional Development and Capacity Assessment
- Human Resource Development and Training
- Records and information Resource Management
- Monitoring and Evaluation
- Service Delivery/Customer Satisfaction Surveys
- Socio-Economic Surveys
- Support for Public Sector Reforms
- Good Governance.

Training

We provide tailor-made training wherever necessary to client staff during projects that we will be executing on their behalf. In addition, we provide training in several areas, including in-house training on request by client organisations. Examples of training courses that we provide include (i) Records and Information Resource Management, (ii) Effective Report Writing, and (iii) Managing Consultants and the Consultancy Process.

Our Clients

Our clients include government departments and parastatal organisations, international development agencies, private companies and non-governmental organisations. The clients to whom we have provided consultancy services in recent times include:

- SADC Secretariat, Gaborone, Botswana
- African Union Commission, Addis Ababa, Ethiopia
- Okavango River Basin Water Commission, Maun, Botswana
- European Union
- Judiciary Service Commission, Zimbabwe
- President's Office-Public Service Management, Tanzania
- Anti-Domestic Violence Council of Zimbabwe
- National Bureau of Statistics, Tanzania
- Ministry of Capacity Building, Ethiopia
- Parliament of Tanzania
- UNDP Tanzania Country Office
- UNDP Zimbabwe Country Office
- UNFPA Zimbabwe Country Office
- SIDA, Zimbabwe
- NORAD, Malawi
- DANIDA, Zimbabwe
- SNV-Netherlands Development Organisation, Zimbabwe
- ZIMASCO, Zimbabwe
- MIMOSA Mining Company
- Stanbic Bank, Zimbabwe
- Legal and Human Rights Centre (LHRC), Tanzania
- Legal Resources Foundation (LRF), Zimbabwe
- International Rescue Committee (IRC), Zimbabwe
- Africa Capacity Alliance (ACA), Nairobi, Kenya

Select References

Monitoring and Evaluation

- 2014 End-of-Programme Evaluation of Phase 2 of IRC's USAID-funded capacity building programme "Supporting Traditional Leaders and Local Structures to Mitigate Community-Level Conflicts" in Mutare and Mutasa Districts of Manicaland Province.
- 2013 Evaluation of the Zimbabwe Farmers Alliance Trust, an EU-Funded Initiative for Strengthening Service Delivery from the Zimbabwe Farmers Union (ZFU) and the Commercial Farmers Union (CFU), Zimbabwe.
- 2013 Evaluation of the African Development Bank (AfDB) Development Assistance to Kenya, 2002 to 2012.
- 2009-13 Results-Oriented Monitoring (ROM) of EU-Funded Projects in Benin (2010), Burkina Faso (2010, 2012), Ghana (2010), Kenya (2012), Lesotho (2009), Liberia (2010, 2012, 2013), Malawi (2009,

- 2012), Mali (2010), Nigeria (2010, 2012, 2013), Senegal (2012), Sierra Leone (2012), Somalia (2013), South Africa (2011, 2013), Tanzania (2010), Togo (2012), Zambia (2011), Zimbabwe (2011, 2013), Pakistan (2011), India (2011), Papua New Guinea (2013).
- 2012 Results-Oriented Monitoring (ROM) of the United Nations Industrial Development Organisation (UNIDO) Grant Support to ECOWAS to Improve Enterprise Competitiveness and Harmonisation of TBT and SPS Measures and to Ensure Compliance with International Trade Rules and Technical Regulations.
- 2012 Evaluation of IRC-Zimbabwe's USAID/OFDA-Funded Project on Mitigation of Risks of Water-Borne Diseases Outbreaks, Focusing on Community Adoption of Household Water Treatment Practices in Manicaland Province, Zimbabwe.
- 2012 Review of Second Phase of the Zimbabwe Peace and Security Programme in Zimbabwe, on behalf of the Norwegian Embassy, Harare.
- 2012 Evaluation of IRC-Zimbabwe's Capacity Building Programme for Mutare Rural District Council, Zimbabwe.
- 2011-12 Mid-Term Review of the Regional AIDS Training Network (RATN)'s Strategic Plan for 2009-2014. Nairobi, Kenya.
- 2011 Results-Oriented Monitoring of Support to Sustainable and Cleaner Production in the Manufacturing Industries of Pakistan.
- 2011 Evaluation of the Joint Programme 6.1 – Transition from Humanitarian Assistance to Sustainable Development in North-western Tanzania, on behalf of the UN Agencies in Tanzania.
- 2009 Evaluation of the Legal and Human Rights Centre (LHRC)'s Operational Plan for 2007-2009, Tanzania.
- 2008-09 Review of the Regional AIDS Training Network (RATN)'s 2004-2008 Strategic Plan. Nairobi, Kenya.
- 2008 Terminal Evaluation of the NGO Joint Initiative for Urban Zimbabwe Community-Based Support for Vulnerable Populations, a programme implemented by seven international NGOs with funding from six international donors (DFID, USAID, SIDA, AusAID, CIDA and the Norwegian Ministry of Foreign Affairs).
- 2007 Mid-Term Review of the NGO Joint Initiative for Urban Zimbabwe Community-Based Support for Vulnerable Populations, a programme implemented by seven international NGOs with funding from six international donors (DFID, USAID, SIDA, AusAID, CIDA and the Norwegian Ministry of Foreign Affairs).
- 2007 Review of Norwegian Support to Civil Society in Zimbabwe, on behalf of the Norwegian Embassy, Harare.
- 2005 Evaluation of the Policies and Programmes of Line Ministries to Ascertain their Compatibility with the National Science and Technology Policy, on behalf of the Ministry of Science and Technology Development, Zimbabwe.
- 2005 Evaluation of DANIDA's Support to MS's Rehabilitation Programme in Somaliland.
- 2002-03 Evaluation of the Education Programme of the Legal Resources Foundation, Zimbabwe.
- 2002 Review of SAPE/SARIPS Peace and Security Programme, on behalf of DANIDA.
- 2001-02 Evaluation of the Dondolo-Mudonzvo Credit Scheme under the EU-Funded Project B7-611/97/03, on behalf of the EU and the Dondolo-Mudonzvo Credit Scheme Trust, Harare.

Socio-Economic Surveys

- 2009-10 Independent Management Assessment Study for PSRP Phase II Baseline Performance Indicators in 10 Government Ministries, on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania.
- 2009 A Baseline Study on Current Knowledge, Attitudes and Behaviour in the Tanzanian Public Service Derived from PSRP IEC Strategy, on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania.
- 2009 Scoping Study on the Provision of Post-Primary School Technical-Vocational Education in Zimbabwe, on behalf of SNV-Netherlands Development Organisation.
- 2001 Baseline Survey of National Awareness, Knowledge, Attitudes and Practices with Regards to Wills and Inheritance Matters, on behalf of the Ministry of Justice, Legal and Parliamentary Affairs, Zimbabwe.

Support for Public Sector Reforms

- 2013-14 Training on Project Cycle Management, Contract Management and Reporting, in support of the Civil Service Reform Programme, Sierra Leone.
- 2005-06 Installation of Performance Appraisal Systems in 22 Executive Agencies, Tanzania.
- 2004-06 Training/Capacity Building of Staff to Assess Implementation of the Civil Service Reform Programme in Federal Ministries and Regional Governments, Ethiopia.
- 2004-05 Development of a Restructuring Framework and Guidelines for Ministries, Departments and Agencies (MDAs), on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania.
- 2004 Installation of Performance Management Systems for the Parliament of Tanzania.
- 2003-04 Installation of Performance Management Systems in Five Ministries (Ministry of Communications and Transport, Ministry of Energy and Minerals, Ministry of Industry and Trade, Ministry of Natural Resources and Tourism, and Ministry of Works), Tanzania.
- 1997-98 Project to Monitor and Evaluate the Cascading of Performance Management in the Public Service in Zimbabwe, on behalf of the Public Service Commission (PSC), Harare.
- 1997-98 Development of the Framework for the Second Phase of the Public Service Reform Programme in Zimbabwe, on behalf of the Public Service Commission.
- 1993-96 Project for Improving Government Efficiency and Effectiveness (IGEE) in Zimbabwe, on behalf of the Public Service Commission.

Strategic Planning

- 2012 Development of a Strategic Plan for 2012-2015 for the Anti-Domestic Violence Council of Zimbabwe.
- 2012 Finalisation of the Zimbabwe Gender-Based Violence Strategy (2012-2015), on behalf of the Ministry of Women's Affairs, Gender and Community Development, Harare.
- 2008 Development of the 2008-2012 Strategic Plan for the Parliament of Tanzania.
- 2008 Development of a Strategic Plan for the Commonwealth Parliamentary Association-Africa Region.
- 2008 Development of a Strategic Plan (2009-2011) for the Anti-Domestic Violence Council of Zimbabwe.
- 2007 Development of Strategic Plans for Five Executive Agencies, Tanzania: the National Food Reserve Agency (NFRA), Bagamoyo Institute of Arts (BIA), Government Supplies & Services Agency (GSSA), Tanzania Printing & Publishing Agency (TPPA), and the Tanzania Employment Services Agency (TAESA).
- 2001 Updating of the Victoria Falls Municipality's Strategic Plan, Zimbabwe.
- 2001 Development of a Strategic Plan for the "Women and Law in Southern Africa" (WILSA), Harare.

Human Resource Development

- 2014 Training Needs Assessment for the SADC Secretariat, Gaborone, Botswana.
- 2013 Establishment of a Framework for a Long Term Fixed Contract System for the SADC Secretariat, Gaborone, Botswana.
- 2011 Review of Implementation of the SADC Job Evaluation and Grading Exercise, Botswana.
- 2009 Facilitation of a Management Induction Course for the Tanzania Electrical, Mechanical and Electronics Services Agency (TEMESA), Tanzania.
- 2008 Review of the Human Resource Management Information System (HRMIS) for the Office of the President and Cabinet, Malawi.
- 2007 Development of a Training Manual for Ethics Workplace Training, on behalf of the Ethics Secretariat, Tanzania.
- 2007 Facilitation/Training for a Management Development Workshop for the Centre for Infectious Diseases Research, Lusaka, Zambia.
- 2007 Facilitation/Training for a Management Development Workshop for Senior Public Servants, Malawi.
- 2007 Job Evaluation and Salary Restructuring for Population Services International (PSI), Malawi.
- 2006 Finalisation of the Manual for the Open Review and Appraisal System (OPRAS) for the Public Service, Tanzania.
- 2000-01 Development of HR and Municipal Management Systems for the Victoris Falls Master Plan Area, on behalf of CIDA.
- 2000 Development of Conditions of Service, Salary Structure and Guidelines for Annual Performance Appraisal of Staff of the Poverty Alleviation Programme, Zimbabwe.

Records & Information Resource Management

- 2014-15 Development and Installation of Records Management Systems for MIMOSA Mining Company, Zimbabwe.
- 2013-15 Development and Installation of Electronic Records and Archiving System for Stanbic Bank, Zimbabwe.
- 2012-13 Development of Policies and Procedures for the African Union Commission Archives, Addis Ababa, Ethiopia.
- 2012 Facilitation for the Development of Records Retention Schedules for the National Archives of Zimbabwe.
- 2011 Development of Records Management Policy and Document Management Procedures for the Government of Rwanda.
- 2011 Development of an Access to Information Policy for the Okavango River Basin Water Commission (OKACOM), Maun, Botswana.
- 2010-11 Aligning Records Management with e-Government, ICT and Freedom of Information in East Africa, a joint research project with the International Records Management Trust (IRMT), UK.
- 2009-10 Kenya National Dialogue and Reconciliation Archives, Panel of Eminent African Personalities, Nairobi.
- 2006-08 Installation and Maintenance of the Records and Information Management System for ZIMASCO, Zimbabwe.
- 2006-07 Development of Records Management Policy, Procedures, Standards, Practices and a Classification System for Personnel Records Management for the Government of Tanzania.
- 2006 Assistance to the National Archives of Zimbabwe for Organisational Restructuring.
- 2004-05 Development and Installation of Electronic Records Management System for the Parirenyatwa Group of Hospitals, Harare.
- 2003-04 Development and Delivery of Electronic Records Management System for the Public Records and Archives Administration (PRAAD), Ghana.

- 2003 Assessment of the Development and Refurbishment Needs of the National Archives of Malawi and Preparation of a Project Document, on behalf of NORAD.
- 2003 Development of Records Management Training Materials for Local Government Authorities in Uganda.
- 2001-03 Improvement of Records Management Systems in the UNDP Harare Office, Harare.
- 2000 Development of an Information Management and Disclosure Manual for Zimbabwe Municipalities, (USAID), Harare.

Institutional Development & Capacity Assessment

- 2014 Training of National Authorising Officer (NAO) and Staff in Line Ministries on Budget Support under European Development Fund (EDF) Guidelines, Liberia.
- 2013 Assessment of the Evangelical Lutheran Church in Zimbabwe (ELCZ) hospitals' water supply and electricity back-up systems.
- 2012-13 Baseline Study for the Project to Implement the Judicial Service Commission's Strategic Plan for 2012-2016, Zimbabwe.
- 2012 Technical Support to the Legal Resources Foundation (LRF), Zimbabwe.
- 2012 Development of a Project Document for Funding for the Newlands Clinic, Harare, Zimbabwe.
- 2012 Appraisal of the ZIM-Fund Project Document for the Emergency Power Infrastructure Rehabilitation Project (EPIRP) and the Urgent Water Supply and Sanitation Rehabilitation Project (UWSSRP), Harare.
- 2008 Institutional and Systems Assessment of the Women's Coalition of Zimbabwe.
- 2007 M&E Situation Analysis and Capacity Assessment Across Government, on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania.
- 2007 Development of a Corporate Plan for the Surface and Marine Transport Regulatory Authority (SUMATRA), Tanzania
- 2006 Development of Business Plans for Four Executive Agencies in Tanzania: Registration, Insolvency and Trusteeship Agency (RITA), Tanzania Electrical, Mechanical and Electronics Services Agency (TEMESA), Geological Survey of Tanzania and the Agricultural Seeds Agency.
- 2006 Institutional Assessment and Capacity Building for Church and Society, CCAP Nkhoma Synod, Lilongwe, Malawi.
- 2004 Capacity Assessment of the Public Affairs and Parliamentary Support Trust (PAPST), Zimbabwe.
- 2004 Capacity Assessment of the African Institute for Agrarian Studies (AIAS), Harare, Zimbabwe.
- 2001 Development and Installation of Management Systems and Operational Procedures for the Public-Private Partnership Fund, Zimbabwe.

Service Delivery/Customer Satisfaction Surveys

- 2014 Statistics User Satisfaction Survey, 2014, on behalf of the National Bureau of Statistics (NBS), Dar es Salaam, and the Office of the Chief Government Statistician (OCGS), Zanzibar, Tanzania.

- 2011 Statistics User Satisfaction Survey, 2011, on behalf of the National Bureau of Statistics (NBS), Dar es Salaam, and the Office of the Chief Government Statistician (OCGS), Zanzibar, Tanzania.
- 2009-10 Development of Guidelines/Mechanism for Effective Engagement of Ministries, Departments and Agencies (MDAs) with Non-State Actors in Public Service Delivery, on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania.
- 2007 Employee Opinion Survey, on behalf of the Copperbelt Energy Corporation, Kitwe, Zambia.
- 2004-06 Service Delivery Surveys in Federal Ministries, Regional Governments and Selected Federal Institutions, on behalf of the Ministry of Capacity Building, Ethiopia.
- 2003 Service Delivery Surveys on behalf of Five Ministries, Tanzania (Ministry of Works, Ministry of Communications and Transport, Ministry of Energy and Minerals, Ministry of Industry and Trade, and Ministry of Natural Resources and Tourism).

Good Governance

- 2012 Results-Oriented Monitoring (ROM) of the Eastern Africa International Criminal Justice Initiative, on behalf of the European Commission.
- 2011-12 Second Ethiopian Corruption Perception Survey, on behalf of the Federal Ethics and Anti-Corruption Commission (FEACC), Ethiopia (sub-contract from Kilimanjaro International Corporation Inc).
- 2009-10 Development of Ethics Compliance Monitoring Framework, on behalf of the President's Office-Public Service Management (PO-PSM), Tanzania
- 2008 Development of Guidelines for Lodging Complaints Against Misuse of Power and Unethical Conduct by Legal Sector Personnel, on behalf of the Commission for Human Rights and Good Governance (CHRAGG), Tanzania.
- 2006-07 Piloting of Mechanism for Handling Grievances, Complaints and Appeals in Ministries, Departments and Agencies (MDAs), Tanzania.
- 2006-07 Technical Assistance and Institutional Capacity Building to the Project Implementation Unit (PIU) of the EC-Funded Promotion of the Rule of Law and Civic Education Project, Malawi.
- 2005 Design and Development of a National Register and Identity Card System for the Ministry of Home Affairs, Malawi.
- 2005 Needs Assessment for Change of Government Culture, Tanzania.
- 2005 Development of Government Communication Policy, State House, Tanzania.
- 2004 Evaluation of the Malawi Voters Roll and the Voter Registration Process for the 2004 Elections.
- 2003 Institutional Capacity Assessment under the Malawi Safety, Security and Access to Justice (MaSSAJ) Programme.