



How a well-defined strategy increases business opportunity and customer satisfaction

Information on land has become vital input for policy development on many social issues, such as: planning, environment or public safety. This new significance makes land-administration organisations look at their mission and objectives: do we keep focused on tax purposes and legal security, or do we broaden our scope for a multitude of purposes? A redefinition has consequences for the way an organisation positions itself in the field of public and private organisations. This includes, for instance: determining the dependence from government, the financing mechanisms and the role of notaries and surveyors. It also includes a definition of the necessary IT-structure. Definition creates focus, focus creates opportunities.

Our activities

Analysis

Mapping out both the existing and desired organisation: legal set-up, culture and capacity. Gathering the essential information from stakeholders such as managers, responsible staff members and political key contacts.

Development

Establishing alternative strategies for realising the desired situation. Realising engagement for legal, cultural, technical, IT, financial and human resource changes. Making proposals for the best strategic institutional position.

Implementation Plan and Training

Establishing the implementation plan that brings about the desired changes in organisation culture, law, management set-up and strategic position. The long-term plan includes a training programme for all target groups.

Your benefits

Use of newest methods

The management methods concerning performance, quality and IT are based on models such as the appraised Strategic Business Alignment Model. Kadaster has applied them also successfully within its own organisation.

Improved strategic position

The focus of a well-defined strategic position brings opportunities: clarity of direction for efficiency improvement, generation of more products and services, turnover increase, improvement of the relation between income and costs.

Increased customer satisfaction

Structural meetings and information exchange with customers identify the exact type of products and services they desire. As soon as these reflect customer focus, customer satisfaction is due to increase considerably.



Project samples

Slovakia, 2006: *Land Administration and Cadastral Infrastructure*

- Financed by the European Union, € 1,6m
- Leading a consortium aimed at improving the strategic institutional position of the Slovak Cadastre and its automation. Establishing a marketing organisation and implementing a costs-sustainable financial model.

Lesotho, under execution (until 2013): *Land Administration Reform Project*

- Financed by the Millennium Challenge Corporation, € 1,4m
- Providing project implementation and management services: land policy development, systematic registration of land, modernisation of services and public information, training of civil servants and private sector officials.

The Netherlands, 1990-1994: *Changing Kadaster from government agency into non-departmental public body*

- Financed by the Dutch Government
- Establishing a business plan indicating: the new organisation, quality and quantity of management and staff, a new management set-up for financing, human resources, IT and quality assurance.

Contact information

website: www.kadaster.nl/international