Chalina Consultancy

Company profile

Global Standards. Local Relevance. Measurable Impact.

PREFACE

Chalina Consultancy exists to close the gap between good intentions and real results. In today's demanding service environment, many organizations are working hard but struggling to deliver consistently, because their internal systems are not designed to support execution. Strategy often fails, not due to a lack of ambition, but because the structures, processes, and performance frameworks needed to carry it forward are either weak, misaligned, or missing altogether. That is where we come in.

Our services matter because we focus on building from within. We work with organizations to ensure that their people, systems, and strategy are working in sync. Whether it's an NGO struggling with donor reporting, a growth-focused SME facing delivery bottlenecks, or a service provider aiming to improve quality, we design and embed frameworks that are practical, relevant, and sustainable. We believe organizations thrive when their operations are clear, their staff are equipped, and their systems reinforce, not resist, their mission.

We are committed to solving common but critical challenges that hinder impact. These include strategic plans that don't translate into daily work, KPIs that no one tracks or understands, weak accountability structures, poor reporting systems, and teams that are overstretched and under-supported. Our approach is to diagnose these gaps, co-design solutions with the client, build internal capacity, and stay engaged until results are embedded and owned.

What sets us apart is how we deliver. Our five-step methodology, diagnose, design, align, run and sustain, is both structured and adaptable. We do not offer off-the-shelf solutions. Every diagnosis, training, dashboard, or framework is tailored to the client's context and co-created with their team. Our consultants work side by side with internal staff to ensure tools are not only used but owned. We believe in results that endure beyond our presence, and we design for exactly that.

Our value proposition is simple: we align people, systems, and strategy to deliver measurable, lasting impact. At Chalina Consultancy, we don't just build systems, we build institutional confidence, accountability, and clarity. We exist to help organizations move from planning to performance, from compliance to quality, and from intention to execution.

At Chalina Consultancy, we believe the first step to improving performance is understanding where you stand. That's why we offer the **Pulse360,** a **free Self-Diagnostic Tool for Organizational Systems Health Check**, a simple yet powerful resource to help institutions assess their internal alignment, performance systems, and operational effectiveness. To complement this, we offer a **free 30-minute consultation** with one of our senior consultants.

Yours Sincerely,

Nalukui Naleli Liswaniso

MANAGING CONSULTANT

Who We Are

Chalina Consultancy is a Zambian-based performance and operations management boutique firm dedicated to helping service-based organizations achieve operational excellence and measurable results. We specialize in operational diagnostics, systems design, strategic execution, capacity development, and embedded operations support.

Our work is grounded in global best practices, but designed for local operating realities. We do not sell theory. We build **working systems** that leaders can rely on and teams can actually use.

With a multidisciplinary team bringing decades of combined experience across operations, education, public health, strategy, and performance management, Chalina delivers solutions that are practical, contextual, and results-driven.

Our Origin Story

Chalina was founded in response to a recurring pattern: strong strategies failing at the point of execution. Across sectors, organizations were investing in plans, training, and reporting requirements, yet daily operations remained fragmented, accountability unclear, and performance difficult to sustain.

The insight was clear; strategy does not fail in boardrooms; it fails in systems.

Chalina was established to bridge this gap by embedding strategy into structures, processes, performance frameworks, and people capability. Our work ensures that organizations are not only well-intentioned, but well-designed to deliver.

Vision

To see organizations operate with clarity, discipline, and confidence, consistently delivering excellent results through strong, well-designed internal systems.

Mission

To partner with organizations in building practical, responsive, and sustainable performance and operations systems by providing expert diagnosis, strategic facilitation, training and tailored advisory services.

What Makes Us Different

- We focus on diagnosing before solutions
- We localize global frameworks for real operating environments
- We design and co-implement, not advise and exit
- We prioritize ownership, not dependency
- We stay engaged until systems are embedded and working

Service Offering Overview

At Chalina Consultancy, we provide five integrated service packages designed to strengthen strategy execution, enhance internal systems, and elevate service delivery across sectors.

Operations Diagnostics

Our Operations Diagnostics service is designed to help organizations see their systems clearly before attempting change. We conduct structured, evidence-based assessments to understand how work actually flows across the organization, where execution breaks down, and why performance does not match effort. This service goes beyond compliance checks to examine governance, workflows, decision rights, performance management, and operational dependencies. Through audits, interviews, and system reviews, we identify root causes of inefficiency, risk exposure, and accountability gaps, and translate these insights into a clear, prioritized roadmap for improvement.

SERVE Framework – Strategic Alignment and Execution

The SERVE Framework is Chalina's proprietary approach focusing on closing the gap between strategic intent and daily action. Through this service, we help organizations embed strategy directly into their operational systems and management rhythms so that priorities are clear, execution is disciplined, and progress is measurable. This includes translating strategic objectives into operational priorities, aligning KPIs and OKRs across levels, establishing execution cadences, and strengthening cross-functional accountability. The result is an organization where strategy is visible in everyday work and performance conversations are grounded in data rather than assumptions.

Systems Design and Development

Chalina Consultancy provides end-to-end systems design and development services to help organizations move from fragmented operations to coherent, execution-ready operating models. We work with leadership and teams to design fit-for-purpose structures, processes, policies, and performance frameworks, and then actively develop these systems into practical tools that can be used in daily operations. This includes building SOPs and workflows, defining roles and decision rights, and developing performance management and reporting systems. Our approach enables organizations to execute consistently, reduce dependency on individuals, and sustain performance as they grow.
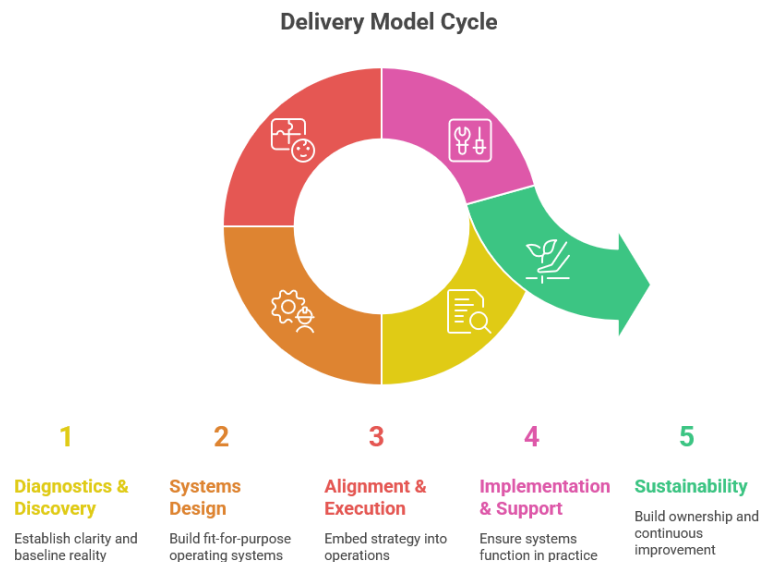
CORE™ – Operations White-Label Support

CORE™ provides embedded, hands-on operations support for organizations that require execution capacity in addition to systems design. Through this service, Chalina acts as an extension of the client's internal team, supporting the day-to-day running of operational systems while building internal capability. We support coordination, documentation, reporting, performance tracking, and follow-up, ensuring that systems are not only designed but actively used and continuously improved. CORE™ is particularly suited to organizations that need operational stability without the cost or complexity of building a full in-house operations function.

Capacity Development & Change Enablement

Capacity Development and Change Enablement ensures that the systems we design are understood, adopted, and sustained by the people who use them. We work with leaders and teams to build management capability, operational literacy, and performance discipline, while supporting change adoption and accountability. Delivery methods include workshops, on-the-job coaching, facilitation, and leadership support. This service strengthens ownership, reduces resistance to change, and ensures that improvements continue long after the engagement ends.

How We Deliver Results

Chalina Consultancy delivers results through a structured, end-to-end delivery model designed to move organizations from clarity to sustained performance. Each phase builds on the previous one, ensuring solutions are practical, embedded, and owned.

Delivery Model Cycle

1	2	3	4	5
Diagnostics & Discovery	**Systems Design**	**Alignment & Execution**	**Implementation & Support**	**Sustainability**
Establish clarity and baseline reality	Build fit-for-purpose operating systems	Embed strategy into operations	Ensure systems function in practice	Build ownership and continuous improvement

Chalina Consultancy Service Delivery Model

1. Diagnostics & Discovery - *Establish clarity and baseline reality*

We begin by developing a clear, shared understanding of how the organization currently operates. Through diagnostics, audits, and stakeholder engagement, we assess systems, workflows, performance mechanisms, and risks. This phase establishes the factual baseline required for meaningful change.

2. Systems Design - *Build fit-for-purpose operating systems*

Using insights from diagnostics, we design operating systems that align structure, processes, governance, and performance management. This phase focuses on creating practical, documented systems that support execution rather than theory or compliance alone.

3. Alignment & Execution - *Embed strategy into operations*

We translate strategic intent into operational priorities, roles, and performance measures. Execution rhythms, accountability mechanisms, and review cycles are established to ensure strategy is visible in daily work and decision-making.

4. Implementation & Support - *Ensure systems function in practice*

Through hands-on support and embedded engagement, we help organizations operationalize new systems. This includes coordination, follow-up, reporting, and ongoing adjustments to ensure systems are actively used and delivering value.

5. Sustainability - *Build ownership and continuous improvement*

Our work culminates in building internal capability, leadership ownership, and continuous improvement practices. Systems are institutionalized so performance does not depend on external consultants, but on internal discipline and learning.

Sample Scenarios We Can Solve

Chalina Consultancy exists to solve recurring, high-impact operational problems that prevent organizations from executing well, even when intent, funding, and talent are present. Below are common scenarios we exist to address.

1. Strong Strategy, Weak Execution

You have a clear strategy or strategic plan, but it does not translate into daily priorities, team actions, or measurable progress. Staff are busy, yet results are inconsistent and difficult to track.

2. Donor or Board Pressure Without Operational Readiness

You are expected to demonstrate accountability, controls, and measurable results, but internal systems, documentation, and reporting processes are fragmented or unreliable.

3. Founder or Leader Dependency

The organization relies heavily on one or two individuals to keep things moving. Decisions, follow-up, and problem-solving are centralized, creating bottlenecks and burnout.

4. Poor Role Clarity and Accountability

Staff are committed but unclear about who owns what. Responsibilities overlap, handovers fail, and performance conversations are subjective rather than evidence-based.

5. Processes Exist on Paper, Not in Practice

Policies, SOPs, or manuals exist, but they are rarely used. Staff revert to informal workarounds, leading to inconsistency, risk, and quality issues.

6. Inconsistent Performance and Service Quality

Results vary across teams, locations, or periods. There is no reliable system for monitoring performance, learning from data, or addressing underperformance early.

7. Weak Monitoring, Evaluation, and Reporting Systems

Programs and services are delivered, but outcomes are unclear. Data is collected inconsistently, reports are difficult to compile, and learning is limited.

8. Growth Without Systems

The organization is expanding, new programs, locations, or clients, but systems have not kept pace. Complexity increases while coordination and control decline.

9. Change Fatigue and Resistance

Previous initiatives have failed or stalled. Staff are skeptical of new frameworks, and leadership struggles to drive adoption and sustained behavior change.

10. Leadership Lacks Operational Visibility

Leaders and boards do not have timely, reliable information to support decision-making. Reporting focuses on activity rather than performance, risk, or outcomes.

How We Deliver

- **Hybrid Model**: Both in-person and virtual support
- **Tiered Packages**: Basic, Advanced, and Premium models to suit your stage and budget
- **Hands-On Engagement**: We co-design, co-implement, and build your internal capacity

Start with a Free Self-Diagnostic + Consultation

At Chalina Consultancy, we believe the first step to improving performance is understanding where you stand. That's why we offer a **free Self-Diagnostic Tool for Organizational Systems Audit**, a simple yet powerful resource to help institutions assess their internal alignment, performance systems, and operational effectiveness.

The tool walks you through five key areas:

- Strategic Alignment
- Operational Systems
- Performance & Accountability
- Monitoring, Evaluation & Learning
- Organizational Culture & Service Delivery

Each section includes practical statements rated on a 1–5 scale. The final score provides a snapshot of where your systems are strong and where there may be hidden gaps.

To complement this, we offer a **free 30-minute consultation** with one of our senior consultants. In this session, we help you:

1. Interpret your self-diagnostic results.
2. Identify one actionable priority for improvement.
3. Discuss next steps based on your organization's readiness.

There's no obligation, just insight, clarity, and support from a partner committed to helping you turn strategy into measurable results.

Book your free 30-minute session [here]

Our Team

Nalukui N. Liswaniso – Managing Consultant
Operations and Organizational Development | Systems Design | Training and Development | 13+ years

Dr. Kapambwe – Senior Consultant
Curriculum and Service Leadership Expert | Leadership and Organisational Development | 24+ years

Dr. Anne M. Mubanga – Senior Consultant
 Leadership and Management | Quality Management | Education & Research | 14+ years

Chipopola M. Makasa – Senior Consultant
Public Health and Service Quality Expert | Systems Design | 15+years

Ngosa C. Moonga – Senior Consultant
Strategic Communications and Marketing Professional | Training and Development | 15+ years

Davison Kafuli – Senior Consultant
Strategy Design | Project Management | Market Systems Development | Research | 15+ years

Kasonde Kashulwe – Senior Consultant
Strategy | Project Management | Business Development | 10+ years

Sonani Chirwa – Senior Consultant
Monitoring, Evaluation, Accountability and Learning Lead | AI Expert | Systems Automation | 10+years

Contact Information

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