



## Mr Alan Kirschner

### **Position(s) Held:**

- Managing Director, Customer Diagnostics (Pty) Ltd
- Trustee, Jane Goodall Institute South Africa. (Section 21 Company)

### **Background:**

- Alan Kirschner founded Customer Diagnostics (Pty) Ltd in 1999. His major focus has been as a management and strategy consultant in the fields of specialised client research, providing custom designed facilitation processes, strategy formulation and change management and in guiding individuals and teams to be more disciplined and effective in "*Getting Things Done*". He is also an executive coach
- His responsibilities include:
  - The facilitation of the development of an organisation's strategic action plans incorporating vision & mission, a detailed analysis of the current reality, identifying key focus areas and developing clear implementable action plans.
  - Design and facilitation of a wide range of processes including that of Open Space Technology.
  - Designing, developing and implementing research projects for organisations focusing especially on internal and external clients. Especial focus has been on converting research findings into targeted actions to achieve business goals.
  - Marketing, designing and delivering all aspects of the Achievement Process including one-to-one feedback and facilitation of team workshops. He is one of only three consultants in South Africa certified to accredit Achievement Process facilitators and consultants.
- Alan has extensive experience in business having been a Director of two companies within the Chemical Services Limited Group, and a line manager in the fields of industrial marketing, operations management, consulting, project management and technical management within the major chemical companies of AECI, ICI (UK), and Polifin.
- Alan's qualifications include a BSc Eng (chemical) from Wits University. He has completed numerous formal training programs including executive development programme at Wits Business School and an extensive range of skills & change management programmes.
- His clients include AFGRI Limited, Nedbank Limited, Sasol Limited, Sasol Polymers (Pty) Ltd., Sasol Technology (Pty) Ltd, Tongaat Hulett Starch (Pty) Ltd, Hollard Insurance (Pty) Ltd, Santam Limited, Fluor SA, Emerald Insurance, Bearing Man Group (BMG), Financial Intermediaries Association (FIA), and many other companies and organisations both large and small.