



**STATISTICAL OFFICE
OF THE REPUBLIC OF SERBIA**

No: Sl.

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B e l g r a d e

To whom it may concern,

It is with great pleasure to give Martin Lagerström my highest recommendation for his competence regarding quality management. Our organization's challenge is that more should be done with less resources and with higher statistical quality. Martin tailor-made an excellent support plan for our top-management and quality group. This plan will allow our organization to be able to face these challenges successfully.

The support was divided into a starting session (3,5 days) followed by five tailor-made sessions (4 weeks each) over two years. The sessions were combined with assignments, both before, during and after each session. In this way competence is transferred from words, actions to results, which fared much faster results. Martin has profound competence in many research- and fact-based theories, models and approaches that proves to be best-practice. What makes him unique is that Martin has combined and applied them to create excellent results for our users, managers and co-workers. He knows so well what approaches to use, why, but above all *how*.

As an illustration, Martin has helped us with the following:

- to clarify and formulate why the agency needs to change, what we want to achieve, how to achieve it, and what the benefits are for our users, co-workers and other stakeholders compared with the present state. Moreover, Martin demonstrated how to reach a common view among top-management, managers and quality group when it comes to these issues in the agency.
- how to avoid common and very costly mistakes when we change the design of our business and organization.
- how to develop a strategic competence support to management teams and managers that goes all the way to the top. That is to say from what to how to make a great impact.
- how to prepare, manage and reinforce changes that lead to improvements. This includes how to motivate managers and co-workers in better ways.
- how to develop groups into high performing teams. In addition, we have learnt how to measure the effects on business, users and co-workers.
- how to design and align core- and support processes to improve performance, reduce costs and increase quality to users.

Thanks to Martin's plan for action, the agency has achieved outstanding results so far. Besides that, top-management and quality group has been much more engaged to take initiatives and actions. The quality results to our users has improved as well.

Martin has been a pleasure to get to know. He is a committed person, very dedicated to his clients. On top of that, he is such a humble person, and a character with high moral standards. Martin will help you to change and improve these things so that it hangs together and generates outstanding results.

I truly hope that we will co-operate again in the future.


Miladin Kovacevic
Director General