



Firm's References

Relevant services carried out over the last five years
that illustrate the firm's capability
(to be prepared by each firm in a consortium)

Assignment title: Analysis of service quality and service improvement in NSZ
Country of assignment: Serbia
Name of client: National Employment Agency (NSZ)
Address of Client: Kralja Milutina 8, Belgrade
Client Reference contact: Dragan Djukic, Head of Employment and career development department,
ddjukic@nsz.gov.rs

Start Date: 11/2010
Contracted completion date: 01/2011

Actual or estimated completion date (if on-going): [month/year]

Value of services: 49.000 EUR
Total number of expert months : 3 months
Name of associate consultant(s): Ana Severinac Blazevic, Hendl doo Zagreb, Marko Radonjic, SWOT Research
Skopje

Number of staff months of experts provided by associated consultant(s): 2 months

Description of actual services provided by your firm:
Research of employee seekers (8 Focus groups, 8 In-Depth interviews, 1.500 CATI)
Research of employers/companies (35 In-Depth interviews, 200 CATI)
Research of NSZ Employees (260 Mystery shopping visits)

Experts provided by your firm:

Number of experts: Project Director, Mystery shopping expert

Number of expert months: 3 months

Name of Project Director/Team Leader/Lead Expert:
Mr. Sasa Etai- Project Director, Mr. Miroslav Vujnovic– Team Leader; Ms.Valentina Tesic - Mystery shopping
expert

The above information was prepared on: 05.03.2012

Firm's name :MRP-EURASIA, office in Serbia

Authorised representative of firm:



signature

05.03.2012
date

Mr. Alex Trotiuc
Name in full