



Zillic East Africa Limited

COMPANY PROFILE

Zillic

Ideas That Transform

TABLE OF CONTENTS

- Introduction **02**
- Our DNA **03**
- Our Core Values **04**
- Our Services **06**
- Our Quality Policy **12**
- Why Choose Zillic? **14**
- Our Clients **15**
- Our Contact Info **16**



ABOUT US



Zillic East Africa Limited (ZEAL) is a dynamic Business Management Consulting firm dedicated to helping organizations unlock growth and enhance performance. Our work focuses on the intentional improvement of key business areas such as productivity, operational efficiency, and organizational identity.

We achieve this by strategically empowering people, streamlining core processes, embracing stakeholder feedback, and embedding a culture of continuous improvement across the organization.

Incorporated in Tanzania in 2012, Zillic delivers customized, high-impact solutions to clients both locally and beyond.

Ideas That Transform

OUR DNA

VISION

To unveil and maximize the hidden potential in every person, every business and every organization we work with.

MISSION

Empowering People and Organizations to be the best they can ever be.

OUR PROMISE

We will empower you to succeed. Your success is therefore our core business.

You are why we are; without YOU, there is no us.



Our Slogan: *Ideas That Transform*

OUR CORE VALUES

Our values are represented by the acronym **Z.E.A.L.O.U.S.** which not only captures the essence of how we operate, but also stems from the company's abbreviated name i.e. **ZEAL** (Zillic East Africa Limited).

ZEALOUS

We work with unmatched energy, passion and enthusiasm.

EMPOWERMENT

We exist to uplift people and organizations into their best versions.

ACTION

We believe in doing, not just planning. Less talk, more execution.

LEARNING

We are committed to lifelong learning - for ourselves and our clients.

Ideas That Transform

OUR CORE VALUES.... Cont'd

OWNERSHIP

We take full responsibility for our actions and deliverables.

UNIQUENESS

Every client is different. We create solutions that reflect that uniqueness.

SIMPLICITY

We simplify complex ideas into clear, actionable steps.

Whatever we do, we do it with passion, discipline, and unwavering commitment, fuelled by energy, enthusiasm and a deep sense of purpose. That's the spirit of being **Z.E.A.L.O.U.S!**

Ideas That Transform

OUR SERVICES

We empower organizations and businesses through **business management consultancy** services in the following core areas:

01

MANAGEMENT SYSTEMS

04

BRAND ALIGNMENT

02

BUSINESS STRATEGY

05

OTHER SERVICES

03

TRAINING AND DEVELOPMENT



Ideas That Transform

SERVICE - MANAGEMENT SYSTEMS

We offer end-to-end consultancy for the creation, implementation and improvement of systems including:

- **ISO 9001:2015** Quality Management System
- **ISO 45001:2018** Occupational Health & Safety Management System
- **ISO 14001:2015** Environmental Management System
- **ISO 27001:2022** Information Security Management System
- **ISO 19600:2019** Compliance Management System
- **ISO 31000: 2018** Risk Management
- **ISO 22301:2019** Business Continuity Management System

Every engagement begins with a comprehensive Gap Audit to assess your current state, followed by an Awareness Training tailored to the relevant management system—laying the foundation for a structured and informed transformation journey.

SERVICE - BUSINESS STRATEGY



A well-crafted business strategy provides clarity of vision and a unified direction for the entire organization. At Zillic, we collaborate with you to develop practical tools and an easy-to-adopt framework tailored to your specific context. We support organizations in designing and implementing strategies across three key levels:

- **Corporate (Organizational) Strategy**
- **Competitive (Business) Strategy**
- **Functional/Operating (Departmental) Strategy**

Our strategic support includes:

- a. Strategy *Formulation*
- b. Strategy *implementation*
- c. Strategy *monitoring*
- d. Strategy *evaluation*
- e. Strategy *improvement*

We also provide strategic advisory in specialized areas such as Corporate Social Responsibility (CSR), Marketing, and Communication, helping organizations remain relevant, responsible, and resilient.

SERVICE - TRAINING & DEVELOPMENT

Training empowers employees to acquire new skills, sharpen existing ones, enhance performance, boost productivity, and grow as leaders—both individually and within teams.

Our training and development offerings include:

- Training Needs Analysis
- Customized Soft Skills Training (e.g. sales, customer service, communication, time management, leadership, teamwork, professionalism, change management, conflict resolution, stress management, etc.)
- Coaching and Mentoring Programs
- Team building Sessions

In addition, we offer supporting services such as:

- Development and monitoring of Competency Matrices
- Skills Gap Analysis
- Design, implementation, and tracking of Training Plans

Our approach ensures that every learning initiative is purposeful, practical, and aligned with your organizational goals.



SERVICE - BRAND ALIGNMENT

Your brand is more than just a logo—it's how your stakeholders perceive and relate to your organization. The key question is: does that perception truly reflect who you are and what you stand for?

At Zillic, we help you bridge that gap by aligning your internal identity with your external image. We work with you to position your brand effectively, communicate the right message to the right audience, differentiate you from competitors, and ensure your brand looks, sounds, and feels consistent and compelling.

Our branding services include:

- Building brand identity from the ground up.
- Rebranding existing businesses.
- Establishing brand positioning and messaging.
- Developing branding strategy.
- Designing company logos.
- Creating brand guidelines (style, tone and design standards).
- Crafting social media strategies aligned with your brand.
- Content creation for digital platforms
- and other tailored branding support services.

SERVICE - OTHER SERVICES

We recognize that organizations often require a range of value-added services to achieve their goals while staying compliant with national regulations and operational standards.

To meet these needs, we offer customized support in the following areas:

- Facilitation of entity registration with BRELA (e.g., company or business name registration).
- Preparation of supporting documents for compliance-related applications.
- Human Resource management, including HR structuring, talent sourcing and workforce management.
- Project Management services on behalf of clients
- Business development support and advisory.
- Contract negotiation and management.
- Facilitation of work and residence permits for foreign professionals and experts.
- Coordination of housing logistics for expatriate staff and consultants

At Zillic, we go the extra mile to ensure our clients operate efficiently, remain compliant, and stay focused on what matters most—their core mission.

OUR QUALITY POLICY

At Zillic East Africa Limited (ZEAL), quality is not just a principle—it is a way of life. Since our establishment in 2012, we have consistently delivered high-value consultancy services across Tanzania, with a strong focus on customer satisfaction, sustainability, and long-term impact. Our approach to quality is holistic and deeply embedded in every aspect of our work. It drives how we think, how we deliver, and how we evolve with our clients. We believe that quality is critical not only to our success, but also to the lasting success of those we serve.

Our Quality Policy is guided by the following principles, underpinned by our core values:

- We are committed to driving continuous improvement through efficient business processes, clear measurement frameworks, best practice models, and proactive feedback mechanisms—including structured customer surveys. This reflects our value of being ***Zealous***, where energy, enthusiasm and intentionality fuel every engagement.
- We aim to build mutually beneficial partnerships by deeply understanding our clients' needs - and those of their customers. Our goal is to support their long-term success, which aligns with our value of ***Empowerment***, equipping clients with tools, insights and systems that drive growth.
- We promote a culture of proactive problem-solving and evidence-based decision-making through research and the application of preventive best practices. Our emphasis on ***Action*** ensures that we don't just plan, we anticipate, act and respond swiftly to risks and opportunities alike.

OUR QUALITY POLICY ... Cont'd

- We invest in developing our team's competencies, creativity, and accountability through continuous learning and growth initiatives. Strong leadership involvement ensures that these values are not only taught—but lived. This reflects our core value of **Learning**, where development is both a personal and organizational responsibility.
- We hold ourselves accountable to the promises we make. Our aim is to consistently deliver quality services that are cost-effective, timely, and adaptable to our clients' evolving needs. This is driven by our value of **Ownership**, where we take full responsibility for our actions and outcomes.
- We believe that no two organizations are the same. That's why we work closely with each client to deliver distinctive and value-driven solutions that make them stand out in their field. This is grounded in our core value of **Uniqueness**.
- We turn complex concepts into clear, actionable insights, ensuring that strategies are not only understood—but embraced. Our core value of **Simplicity** guides how we communicate, design systems, and deliver results.

At Zillic East Africa Limited, we strive to be a benchmark of excellence in our industry. Every member of our team is committed to meeting—and exceeding—client expectations with solutions that are thoughtful, practical, and best-in-class.

Our unwavering goal remains: 100% customer satisfaction, 100% of the time.

WHY CHOOSE ZILIC EAST AFRICA LIMITED?

Choosing the right partner can make all the difference—and at Zilic, we don't just deliver services; we walk the journey with you.

Here are seven reasons why organizations across sectors choose to work with us:

- 01** *We are easy to work with;* We simplify complexity. Our approach is practical, collaborative and focused on making life easier, not harder.
- 02** *We are results-driven;* We stay laser-focused on your goals and commit ourselves fully to achieving meaningful, measurable outcomes.
- 03** *We are flexible and agile;* We work in the same context you do. This gives us a deep understanding of the challenges you face—and how to navigate them effectively.
- 04** *We understand your environment;* we operate in the same environment you do, so we understand its challenges and how to overcome them.
- 05** *We uphold the highest standards;* Professionalism is at the heart of everything we do. From delivery to communication, we maintain excellence throughout.
- 06** *We are a reliable transformation partner;* You can count on us. We're not just consultants—we're collaborators, fully invested in your growth and transformation
- 07** *We bring over three decades of cross-sector experience;* Our team's collective expertise spans multiple industries, equipping us with a versatile perspective that enriches every engagement.



Ideas That Transform

At Zilic, everything we do is fueled by the spirit of being **Z.E.A.L.O.U.S.**—driven, intentional, and committed to transforming ideas into real, lasting impact

OUR CLIENTS

Our clients are the foundation of our success. We view every engagement as a partnership—built on trust, collaboration, and shared growth. When we join forces with our clients, we don't just deliver services; we co-create value that benefits both sides.

We have had the privilege of working across a wide range of industries, including:

- Construction
- Renewable Energy
- Transportation
- Logistics & Courier Services
- Information & Communications Technology (ICT)
- Government Agencies & Regulatory Bodies
- Microfinance and Financial Services
- Hospitality
- Media & Public Relations
- Consultancy & Advisory Firms
- Professional Services
- Extraction & Natural Resources
- Education & Training Institutions
- among others.



CONTACT US

Zillic East Africa Limited

PSSSF Millennium Towers Phase II,
15th Floor, Wing "B",
New Bagamoyo Road, Dar Es Salaam

✉ info@zillic.co.tz

📷 [f](#) [in](#) [✕](#) zillicltd

🌐 <https://zillic.co.tz>

☎ +255 762 800 701

Ideas That Transform