



**NDOLA & DISTRICT CHAMBER OF
COMMERCE AND INDUSTRY**

NDCCI



STRATEGIC PLAN

2022 TO 2026



NDOLA & DISTRICT CHAMBER OF COMMERCE AND INDUSTRY

President's Note To NDCCI Members

- This document represents the vision and direction of the NDCCI for the period 2022 to 2026. The Theme of the Strategic Plan is “Industry 4.0” which renews our commitment to help catalyze a rapid technological and industrial advancement in the operations of our members backed up by a high standard of NDCCI’s business support services designed to continuously meet the needs of our members.
- Due to the evolving COVID 19 situation and accompanying challenges the original objectives of this Strategic Plan, while theoretically achievable, will obviously require modifications based on conditions. We appreciate membership’s patience as we work to keep your Strategic Plan current and relevant.
- We will need your help and support to ensure that this Strategic Plan succeeds.
- Sincere thanks to the Trustees, Executive Committee, Secretariat, and Entire Membership for making this Strategic Plan possible.

- Paul Chisunka (President)



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Council Secretary's Note

INTRODUCTION TO THE STRATEGIC PLAN

- The Strategic Plan for the NDCCI articulates the Strategic Goals for change and the Action Plans for bringing about that change. This is an adaptive, non-static document subject to amendment with new and or additional input. The Plan is not designed as a stand-alone document. It is intended to work in conjunction with each year's business plans and budgets. We will continue to reach out to our members in order to learn more about how our programs and services are being received and, how we can maximize our efforts to the full benefit of the membership. As a Member of the Ndola Chamber, your views and opinions are critical to the organization's success.

- Firoz Dungarsi (Council Secretary)



GUIDING PRINCIPLES

■ CORE VALUES

- ❖ Apolitical
- ❖ Advocacy and Policy Analysis
- ❖ Diversity
- ❖ Integrity
- ❖ Leadership Development and Continuity
- ❖ Business Mentorship
- ❖ Celebration of Success
- ❖ Financial Stability
- ❖ Communication
- ❖ Team Work
- ❖ Capacity Building
- ❖ Innovation
- ❖ Customer Service
- ❖ Relevance
- ❖ Results

■ OUR MISSION

To promote and protect the interests of NDCCI Members, for the purpose of furthering the development of commerce, trade and industry in all sectors of the economy in Ndola and the district, as well as beyond

Accountability: All Members



NDOLA & DISTRICT CHAMBER OF COMMERCE AND INDUSTRY

STRATEGIC OBJECTIVE 1

**Strengthen and
Grow the
Ndola Chamber of
Commerce**

- Provide innovative, accessible programs that meet the needs and interests of our members
- Implement marketing tools including digital platforms that will help to promote the Chamber Brand and its members in a clear, concise and compelling manner to the wider business community and all stakeholders
- Develop engagement strategies that will help to attract, interact with and retain identified market segments (industry sectors, SMEs, youth, women, academia, etc.)
- Establish new programs geared towards helping members to grow • Collaborate with other organizations when goals and objectives are in alignment
- Deliver more focused networking opportunities with other external stakeholders

Accountability: ExCo-Committee-Chairpersons-Secretariat



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STRATEGIC OBJECTIVE 2

Be the Leader in Business Advocacy

- Continue to advocate on a non-partisan basis that demonstrates a positive difference for our members, our city/district and our economy
- Facilitate the analysis of policy, regulations, and laws at the membership level to better inform the impacts and benefits
- Secure appropriate human and material resources to enhance R&D and Policy Analysis capacity and communications
- Enhance communication of success stories in all Chamber media and marketing pieces
- Organize Policy Thought Leader Roundtable(s) that will appeal to a variety of membership segments and stakeholders
- Increase active participation on Boards and Committees of district, provincial, national, and international importance
- On a regular basis, and where practical, accommodate the needs and concerns of all economic sectors.

Accountability: ExCo-Committee Chairpersons-Secretariat



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STRATEGIC OBJECTIVE 3

Deliver Premier Connection Opportunities for Business Development

- Continue to facilitate events of all different sizes and designs that are well recognized and attended
- Find new and innovative opportunities to collaborate with stakeholders at local, national, and interational levels
- Develop programs and professional development opportunities that enable members to survive and thrive
- Ensure marketing efforts match anticipated attendance at key events
- Develop strategies to address broader participation by younger business leaders (especially start-ups and SMEs) and continue to expand support services for both established and emerging female professionals
- Communicate and promote success stories that have stemmed from the Chamber in terms of benefits derived from professional connections
- Ensure members are provided with connection opportunities on a monthly basis
- Act as a first port of call for visiting local and foreign delegations
- When appropriate, organize and/or participate in local, regional and international platforms to expand outreach and forge profitable partnerships.

Accountability: ExCo-Committee-Chairpersons-Secretariat



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STRATEGIC OBJECTIVE 4

**Represent the
Highest Standard
of Governance
and Operational
Excellence**

- Ensure that all NDCCI systems, programs, policies and practices are fully supported by a strong Constitution, Bylaws, Operational Manual, Terms of Reference, Code of Ethics, and any other relevant documentation
- Regularly Review and document updates as needed to all NDCCI documents
- Develop a Succession Plan to ensure the organization is always covered with the right people in place
- Conduct an annual review of ExCo, Committees, Secretariat and Staff performance
- Maintain the highest standards of Professional Ethical Conduct by establishing and adhering to the NDCCI Code of Ethics • Honour Diversity and Inclusion
- Recognize and encourage all members and staff who make the NDCCI what it is and add value to its existence.

Accountability: ExCo-Committee Chairpersons-Secretariat-ALL Members



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"Together 'We'
Can Make A
Difference For
Better Business!"

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