



OPERATING PLAN 2021

Overview

MCIS Language Solutions is a not-for-profit that has evolved into a model social enterprise which has been relentlessly pursuing its goal of removing language barriers since 1989. MCIS provides language solutions including language interpretation, translation, transcription, localization, training, and training development for more than 700 customers in over 300 languages.

Purpose

To identify the most important projects that contribute to achieving strategic goals

Sustainable Growth by Delivering Quality Language Solutions

Develop and implement strategic plans for revenue generation, training development and marketing and promotions

Grow services and custom solutions

Explore options for the development of MCIS mobile apps

Develop structured quality management systems

Leverage Technology Solutions and Partners

Develop and implement a strategic technology plan including:

- Increased capacity for technological innovation
- Process for technology internal controls/ monitoring dashboards
- Investing in staff professional development
- Systems and processes that foster data-driven decision-making practices

Streamlined Organizational Structure

Develop a roadmap for organizational transformation

Ensure the responsibility for overseeing process-improvement initiatives

Social Impact

Develop MCIS' value proposition as a social enterprise

Ensure brand alignment and communication is representative of language solutions MCIS offers

Develop and implement strategic plans for public relations, social impact, and business development