D&D BUSINESS SUPPORT CENTER

# COMPANY PROFILE

## COMPANY INFORMATION

**Legal name:**
D&D Business Support Center L.L.C.

**Established:**
September 8, 2008

**Coverage:**
National reach. Regional Experience. International Delivery Capacity

**Team:**
20+ permanent staff. 50+ experts and consultants. 100+ field researchers

**Core expertise:**
Strategic consulting and implementation, institutional development, research and evidence generation, private sector and enterprise development, employment and entrepreneurship promotion, capacity building and human capital development, local economic development, green economy and sustainable development.

**Address:**
Str. "Xheladin Hana", Iliria Building, 1st Floor
10000 Prishtina, Republic of Kosovo

**Contact:**
Tel: +383 (0) 38 748 701
E-mail: info@dd-bsc.com
Web: www.dd-bsc.com

**Legal status:**
Limited Liability Company (L.L.C.)

**Business Registration Number:**
811374462

**VAT Number:**
330436932

**Document:**
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**Design and layout:**
D&D Business Support Center

# A MESSAGE FROM OUR CEO



*When we founded D&D Business Support Center in 2008, we set out with a simple principle: that real change happens where sound strategy meets disciplined execution. Nearly two decades later, that principle still guides everything we do.*

*Over the years, we have had the privilege of working alongside government institutions, international development partners, public enterprises, private businesses and communities, designing policies, strengthening institutions, supporting enterprises and opening pathways to employment, self-employment and entrepreneurship.*

*Behind every achievement of D&D stands a team of committed professionals whose expertise, discipline and integrity have shaped the quality of our work and the trust we enjoy today. Their dedication has been a very important component to our journey, transforming ideas into action, commitments into results and results into lasting impact.*

*At D&D, we believe that every assignment is more than a contractual obligation. It is a responsibility to deliver work that is useful, practical and lasting. This belief has guided our growth, strengthened our partnerships and allowed us to contribute meaningfully to institutions, businesses and communities across Kosovo and beyond.*

*As we look ahead, our promise remains unchanged: to shape strategy and turn it into lasting impact, for our clients, our partners and the communities we serve.*

**Safet Fazliu**
CEO & Founder
D&D Business Support Center

# WHO WE ARE

For nearly two decades, D&D Business Support Center has helped institutions, businesses and communities shape strategy and deliver impact, turning ambition into measurable, lasting results.

Established in 2008, D&D Business Support Center is a trusted consulting and implementation partner working across the full spectrum of economic and social development. We design the policies, strategies and solutions our partners need, and we put them into practice: strengthening institutions, enhancing enterprise competitiveness and creating pathways to employment, self-employment and entrepreneurship.

What sets us apart is the way we connect strategy with delivery. We do not stop at analysis and advice. We design, implement and sustain supported by a multidisciplinary team of consultants, trainers, researchers and field experts and operate under an ISO 9001:2015-certified Quality Management System.

With a proven track record across Kosovo and selected regional assignments, we have earned the trust of international development partners, government and public institutions, public enterprises, private businesses and civil society organizations; a network built on credibility, technical depth, operational reliability and results that endure.

Our work is guided by four commitments that reflect how we create value for institutions, businesses and communities:

**DRIVING GROWTH** | **ENABLING INNOVATION** | **CREATING OPPORTUNITIES** | **DELIVERING IMPACT**



D&D BUSINESS SUPPORT CENTER

# Vision

To be a trusted consulting and implementation partner of choice, recognized regionally and internationally for professional excellence, practical solutions and lasting development impact.

# Mission

To deliver high-quality consulting, research, capacity-building and implementation services that help institutions, businesses and communities make better decisions, improve performance and achieve measurable results.

# Purpose

To contribute to inclusive economic and social development by strengthening institutions, improving the competitiveness of enterprises, and expanding opportunities for employment, self-employment and entrepreneurship.

# Core Values

| | | |
|---|---|---|
| I | Integrity | We do what is right, openly and consistently. |
| M | Mastery | We hold our work to the highest standards. |
| P | Passion | Dedication and genuine care drive everything we do. |
| A | Accountability | We own our commitments and stand behind our outcomes. |
| C | Collaboration | We work as one team with clients, partners and each other. |
| T | Trust | We earn trust and protect it. It is our foundation. |

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# OUR COVERAGE

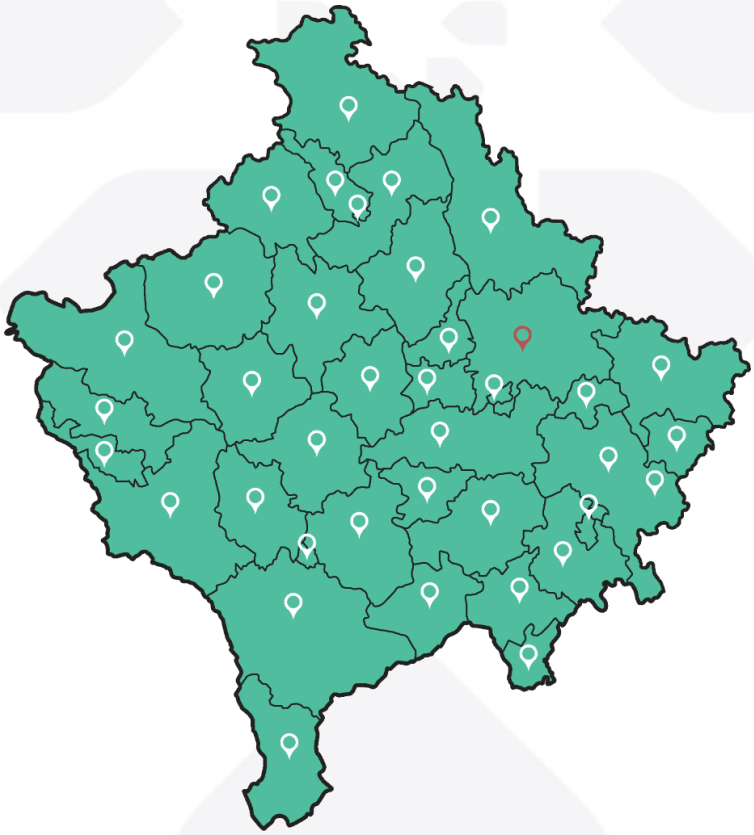
## National reach. Regional Experience. International Delivery Capacity

We have the operational capacity to deliver assignments across all 38 municipalities of Kosovo, combining central coordination with strong local presence and a deep understanding of institutional, municipal, business and community realities.

Through our network of experts, trainers, field coordinators, supervisors, enumerators and local associates, we are able to organize and manage nationwide activities, including research and surveys, outreach, beneficiary identification and support, training, mentoring, monitoring, field verification, stakeholder consultations and implementation support.

Our work covers both urban and rural areas and reaches public institutions, municipalities, public enterprises, private businesses, education providers, civil society organizations, local communities and individual beneficiaries. This enables us to adapt each assignment to the specific context, needs and expectations of the target group.

Beyond Kosovo, we have contributed to selected assignments in the Western Balkans and continue to strengthen our capacity for regional and international delivery. Our experience with donor-funded projects, multilingual communication, multidisciplinary expertise, field coordination, reporting requirements and quality assurance standards enables us to operate effectively in multi-stakeholder and internationally funded project environments.



Municipalities covered

Head office in Prishtina

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# WHAT WE DO

## *for* PUBLIC INSTITUTIONS AND DEVELOPMENT PARTNERS

- Institutional capacity building
- Policy and strategy development
- Local economic development strategies
- Economic zone studies
- Sector and value chain studies
- Waste management policy support
- Circular economy and EPR systems
- Environmental policy
- Legal support
- Feasibility and pre-feasibility studies
- Public service satisfaction surveys
- Statistical data collection and analysis
- Research and diagnostics
- Impact assessments and evaluations
- Labour market and employability measures
- Grant scheme design and implementation
- Entrepreneurship promotion programmes
- SME and start-up support programmes
- VET curricula and occupational standards
- Training material development
- Capacity building for public staff
- Stakeholder consultation and coordination
- Public-private partnership support
- Awareness and outreach campaigns

## *for* PRIVATE AND PUBLIC ENTERPRISES

- Customer satisfaction surveys
- Market research and sector analysis
- Data collection and statistical reporting
- Business diagnostics and need assessment
- Business development services
- Business planning
- Investment and expansion support
- Access to finance support
- Competitiveness support
- Innovation potential assessment
- Training needs assessment
- Staff training and capacity building
- Management and soft skills training
- Sales and customer service training
- Strategic planning support
- Feasibility studies
- Impact assessment
- Reporting and analytical studies
- Stakeholder engagement
- Certification and quality control

## *for* JOBSEEKERS

- Employability development
- Career consulting
- Career guidance
- Labour market positioning
- Soft skills training
- Vocational and digital skills training
- Entrepreneurship training
- Self-employment training
- Business model development
- Business plan development
- CV and motivational letter support
- Interview preparation
- Job matching
- Internship matching
- Mentoring and coaching
- Start-up grant support
- Post-grant business mentoring
- Training certification support
- Support to vulnerable groups
- Support to returnees
- Referral to employment services

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# WHY D&D

D&D Business Support Center brings together strategic advisory, technical expertise and hands-on implementation capacity. We do not only help clients define what needs to be done, we help them deliver it, measure it and sustain it.

**G** **Guidance and implementation capacity**

Strategic advice connected with practical implementation, from needs assessment and planning to coordination, fieldwork, monitoring and reporting. Each assignment is structured around clear outputs, realistic timelines and measurable results.

**R** **Reliable institutional and donor experience**

Direct experience with assignments funded by public institutions, private/public enterprises and international donors. Strong familiarity with donor procedures, reporting standards, visibility requirements and results-based project delivery.

**O** **Operational coverage across Kosovo**

Nationwide implementation capacity through experts, researchers, trainers, field coordinators and enumerators. Suitable for large-scale surveys, information sessions, field visits, mentoring, stakeholder consultations and beneficiary support across all municipalities.

**W** **Wide multidisciplinary expertise**

Technical expertise across private sector development, research, governance, vocational education, entrepreneurship, green economy, waste management, policy support and local economic development.

**T** **Trusted research and fieldwork capacity**

Proven capacity in surveys, assessments, diagnostics, interviews, focus groups, monitoring visits and data analysis. Strong basis for evidence-based recommendations, practical decision-making and reliable reporting.

**H** **High-impact results and partnerships**

Results focused on stronger institutions, improved business performance, better services and increased opportunities for beneficiaries. Long-term cooperation with donors, public institutions, education providers, private sector actors and civil society organizations.

# OUR APPROACH AND METHODOLOGY

## The D&D Methodology

At D&D Business Support Center, every assignment follows a structured delivery model designed to turn ideas, policies and project objectives into practical, measurable and sustainable results.

Our approach combines strategic thinking, evidence-based analysis, field implementation capacity and quality assurance, ensuring that each assignment is delivered with clarity, accountability and impact.

1. **Understand and Diagnose:** We begin by understanding the real challenge, the institutional or market context and the people, businesses or communities affected. Through consultations, data review, field insights and needs assessment, we define the problem clearly before proposing solutions.

2. **Design Practical Solutions:** We translate evidence and insight into a clear, realistic and results-oriented plan. This includes defining objectives, outputs, activities, responsibilities, timelines, risks and quality standards, ensuring that every intervention is practical, relevant and implementable.

3. **Mobilize and Implement:** We bring together the right mix of expertise, project management, field coordination and operational support. Our team mobilizes consultants, trainers, researchers, coordinators and enumerators to deliver activities efficiently, professionally and in line with agreed standards.

4. **Monitor, Learn and Adapt:** We track progress continuously, manage risks, collect feedback and use data to improve delivery. When circumstances change, we adapt the implementation approach while keeping the assignment aligned with its objectives, outputs and expected results.

5. **Report, Transfer and Sustain:** We provide clear reporting, evidence-based findings, practical recommendations and usable tools that support decision-making and future action. Our goal is to complete assignments, but parallelly help clients sustain improvements beyond the project cycle.

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# OUR IMPACT

**18** Years of consulting and implementation experience

**300+** Projects and assignments delivered

**35,000+** Individuals and enterprises supported through employment, self-employment, entrepreneurship, business development and capacity building programmes

**38** Municipalities covered across Kosovo

**20+** Permanent staff

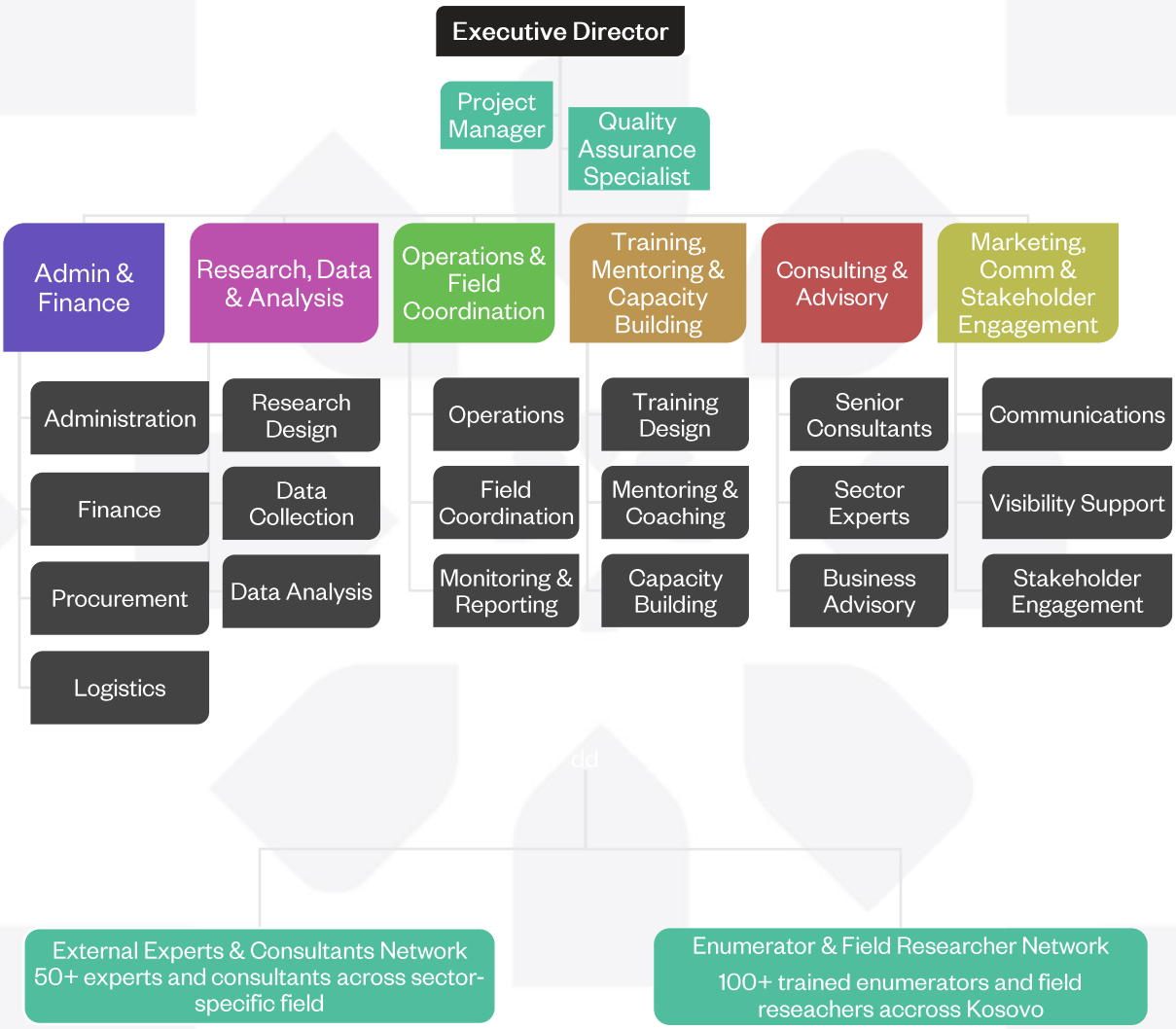
**100+** Enumerators and field researchers

**75%** The average survival rate of our supported beneficiaries in their first five years of operation

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# OUR CAPACITY

We operate on a three-tier structure: 20 permanent staff, 50+ external experts and consultants, and 100+ trained enumerators. Permanent staff handle project management, quality control and client relationships. External experts bring targeted sector knowledge when assignments demand it. Enumerators cover field operations across Kosovo. This structure means every assignment gets the right people at the right level, whether the work calls for technical analysis, stakeholder engagement, data collection, training, or reporting. No gaps, no overreach.



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# SELECTED PARTNERS AND CLIENTS

We have earned the trust of and delivered assignments for a diverse group of partners and clients, including international development organizations, government and public institutions, publicly owned enterprises, private sector clients and civil society organizations.

## International Development Partners

| | | | | |
|---|---|---|---|---|
| giz | UNDP | European Bank for Reconstruction and Development | THE WORLD BANK | Austrian Development Agency |
| CARITAS | HELVETAS KOSOVO | ALLED² Aligning Education for Employment | care | Schweizerische Eidgenossenschaft Confédération suisse Confederazione Svizzera Confederaziun svizra Swiss Agency for Development and Cooperation SDC |
| International Labour Organization | IOM • OIM | GFA CONSULTING GROUP | UN WOMEN | DIMAK KOSOVO |
| MERCY CORPS | EYE Enhancing Youth Employment | DRC DANISH REFUGEE COUNCIL | RWA Resources & Waste Advisory Group | naxta |
| INTERNATIONAL CERTIFICATIONS | EMERALD CONSULTANTS | Help Hilfe zur Selbsthilfe | WOMEN for WOMEN International | OECD |

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## Government and Public Institutions

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Zyra e Kryeministrit
Zyra premijera
Office of the Prime Minister

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë
Ministarstvo Industrije, Preduzetništva i Trgovine
Ministry of Industry, Entrepreneurship and Trade

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Zhvillimit Rajonal
Ministarstvo za Regionalni Razvoj
Ministry of Regional Development

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Arsimit, Shkencës, Teknologjisë dhe Inovacionit
Ministarstvo Obrazovanja i Nauke, Tehnologije i Inovacija
Ministry of Education, Science, Technology and Innovation

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Kulturës, Rinisë dhe Sportit
Ministarstvo Kulture, Omladine i Sporta
Ministry of Culture, Youth and Sport

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Punëve të Brendshme
Ministarstvo Unutrašnjih Poslova
Ministry of Internal Affairs

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Administrimit të Pushtetit Lokal
Ministarstvo Administracije Lokalne Samouprave
Ministry of Local Government Administration

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Punëve të Jashtme dhe Diasporës
Ministarstvo Inostranih Poslova i Dijaspore
Ministry of Foreign Affairs and Diaspora

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Mjedisit dhe Planifikimit Hapësinor
Ministarstvo Sredine i Prostornog Planiranja
Ministry of Environment and Spatial Planning

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria për Komunitetet dhe Kthim
Ministarstvo za Zajednice i Povratak
Ministry for Communities and Returns

Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government
Ministria e Punës dhe Mirëqenies Sociale
Ministarstvo Rada i Socijalne Zaštite
Ministry of Labour and Social Welfare

AGJENCIA E PUNËSIMIT E REPUBLIKËS SË KOSOVËS
AGENCIJA ZA ZAPOŠLJAVANJE REPUBLIKE KOSOVA
EMPLOYMENT AGENCY OF THE REPUBLIC OF KOSOVO

Agjencia për Arsim dhe Aftësim Profesional dhe Arsimin e të Rriturve

KOSOVO INVESTMENT AND ENTERPRISE SUPPORT AGENCY KIESA

ask

PZAP IPŽP

Asociacioni i Komunave të Kosovës
Asocijacija Kosovskih Opština
Association of Kosovo Municipalities

PRISHTINA
Komuna e Prishtinës
Opština Priština
Municipality of Pristina

Komuna e Mitrovicës
Opština Mitrovica
Municipality of Mitrovica

Komuna e Pejës
Opština Peć
Municipality of Peja

1878 PRIZREN
Komuna e Prizrenit
Opština Prizren
Municipality of Prizren

FERIZAJ
Komuna e Ferizajt
Opština Uroševac
Municipality of Ferizaj

Komuna e Gjilanit
Opština Gnjilane
Municipality of Gjilan

GJAKOVA
Komuna e Gjakovës
Opština Đakovica
Municipality of Gjakova

Komuna e Podujevës
Opština Podujevo
Municipality of Podujeva

Komuna e Vushtrrisë
Opština Vučitrn
Municipality of Vushtrri

Komuna e Gllogocit
Opština Glogovac
Municipality of Gllogoc

DEÇANI
Komuna e Deçanit
Opština Dečani
Municipality of Deçan

Komuna e Shtimës
Opština Štimlje
Municipality of Shtime

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| Komuna e Rahovecit<br>Opština Orahovac<br>Municipality of Rahovec | Komuna e Obiliqit<br>Opština Obilić<br>Municipality of Obilić | Komuna e Malishevës<br>Opština Mališevo<br>Municipality of Malisheva | Komuna e Lipjanit<br>Opština Lipljan<br>Municipality of Lipjan | Komuna e Kaçanikut<br>Opština Kačanik<br>Municipality of Kaçanik |
| Komuna e Kamenicës<br>Opština Kamenica<br>Municipality of Kamenica | Komuna e Junikut<br>Opština Junik<br>Municipality of Junik | Komuna e Istogut<br>Opština Istok<br>Municipality of Istog | Komuna e Hanit të Elezit<br>Opština Elez Han<br>Municipality of Hani i Elezit | Komuna e Vitisë<br>Opština Vitina<br>Municipality of Viti |
| Komuna e Fushë Kosovës<br>Opština Kosovo Polje<br>Municipality of Fushë Kosovë | Komuna e Suharekës<br>Opština Suva Reka<br>Municipality of Suhareka | | | |

## Public Enterprises and Utilities

| | | | | |
|---|---|---|---|---|
| KOMPANIA RAJONALE UJËSJELLËSIT SH.A.<br>REGIONAL WATER COMPANY J.S.C.<br>REGIONALNA KOMPANIJA ZA VODOSNABDEVANJE D.D.<br>PRISHTINA | HIDRODRINI | HIDROREGJIONI JUGOR | Hidromorava Gjilan | K.R.U GJAKOVA 1983 |
| bifurkacioni | | KMDK<br>KOMPANIA PËR MENAXHIMIN E DEPONIVE NË KOSOVË SH.A. | trainkos | TrafikuUrban<br>PRISHTINË |
| posta | | Termokos<br>Ngrohtorja e qytetit | | |

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## Private Sector and Civil Society

| | | | | |
|---|---|---|---|---|
| ODA EKONOMIKE E KOSOVËS \| KOSOVA CHAMBER OF COMMERCE | Instituti i Medias i Kosovës Kosovski Medijski Institut Kosovo Media Institute | Shoqata e të Verbërve të Kosovës Kosova Association of the Blind Udruzenje Slepih Kosova | HANDICAP KOSOVA | CARITAS KOSOVA |
| Shoqata Humanitare Gonxhja e Kosovës "Nëna Terezë" The Kosova Humanitarian and Charitable Society "Mother Teresa" Humanitarno Dobrotvorno Udruzenje Kosova "Majka Tereza" | BSC KOSOVO | KDWV-OEGJK | FOUNDATION KOSOVO LUXEMBOURG | Kosovo Advocacy Group Grupi Kosovar për Avokim |
| the ideas PARTNERSHIP | BSPK | GRAPE NË BIZNES | KAPN KOSOVO ANTI POVERTY NETWORK | rrograek |
| trotek Graphic & Printing Studio | UBT | YOUTH CENTER Youth Innovation Center Peja | KIWER Economic and Enviroment Regulation | KCIC |
| KOSME Kosovo SME Promotion Programme | iesb | CBM Community Building Mitrovica | alm GROUP | Altera |
| ARIZONA PARTNERS | TPD Consulting | AZTECH | RUGOVE | MJEDRA E KOSOVËS |
| PePeKo | Balkan Sunflowers Volunteers for Social Reconstruction | viva Fresh Store | Agro - Florentina | INTEREX |

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| | | | | |
|---|---|---|---|---|
| MJESHTRI | DEPPO | Laberion | MELITA AND PARTNERS | MERIDIAN CORPORATION |
| BOTANIC | NOVUS | APOLLONIA | BAMEX HIPERMARKET | REC ALBANIA |

# *LET'S BUILD WHAT'S NEXT – TOGETHER*

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10000 Prishtina, Republic of Kosovo

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