

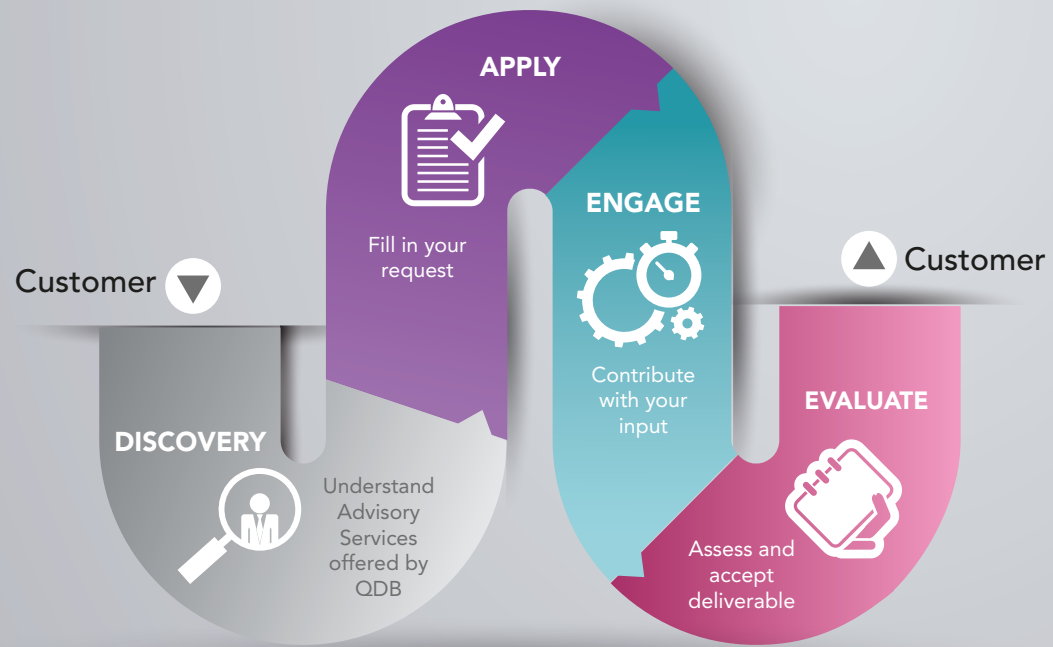


QDB

بنك قطر للتنمية  
QATAR DEVELOPMENT BANK

## CUSTOMER JOURNEY GUIDE - ISTESHARA (ADVISORY SERVICES)





# Discovery

Whether you are interested in establishing your own business or you may already have an existing business that requires further advisory support and services, you may discover our Advisory Services designed for Entrepreneurs and SMEs in our website (<http://www.qdb.qa>) or may be referred through QDB's One-Stop-Shop or other departments.



1-2 Days



Client meets OSS & ISTESHARA Advisor



# Apply

- If you are interested in receiving a subsidized Advisory Service from QDB, you will be requested to complete the online application available at (<http://www.qdb.qa>).
- You will be required to provide the following documents with your online application



4 weeks



Client meets  
ISTESHARA  
Advisor and  
Service  
Provider

Service	Documents & Information required
<b>JADWA Consultancy Services</b>	1) Copy of QID                      2) CV 3) Background information about the business: <ul style="list-style-type: none"> <li>• Pre-approval letter from ministries (if any)</li> <li>• Sector location</li> <li>• Expected revenue and capital</li> <li>• Potential suppliers</li> <li>• Business licenses (if any)</li> <li>• Lease agreement (if any)</li> <li>• Target market</li> <li>• Competitors</li> <li>• Expansions</li> </ul>
<b>OQOOD Legal Services</b>	1) Copy of QID                      2) CV 3) Background information about the business <ul style="list-style-type: none"> <li>• Business licenses (if any)</li> </ul>
<b>TADQEEQ Bookkeeping and Annual Audit</b>	1) Copy of QID                      2) CV 3) Background information about the business <ul style="list-style-type: none"> <li>• Pre-approval letter from ministries</li> <li>• Sector location and target market</li> <li>• Business licenses</li> <li>• Lease agreement</li> <li>• Financial statements (if any)</li> </ul>
<b>EYADA SME Clinic</b>	1) Copy of QID                      2) CV 3) Background information about the business: <ul style="list-style-type: none"> <li>• Pre-approval letter from ministries</li> <li>• Sector location and target market</li> <li>• Expected revenue and capital</li> <li>• Potential suppliers</li> <li>• Business licenses</li> <li>• Lease agreement</li> <li>• Competitors</li> <li>• Audited Financial Statements (if any)</li> <li>• Challenges (if any)</li> </ul>

## 2. Approval of application:

- After we consider your service request, our process for evaluation takes 1 month and it is governed by our Appraisal Panel that consists of experienced and independent members who will assess your case and agree on a decision (approve/reject).
- We believe that we are responsible for developing your business idea and hence, even though your request may be rejected, we will clearly communicate the reason via e-mail/letter.
- Similarly, if your request was approved it will be communicated via an e-mail that contains the details of:
  - Name of the selected Service Provider
  - Service fees (30% or 15% of total invoice)
  - Grant agreement
  - Kick-off meeting
- Please note that it is important that you make the payment to the Service Provider before the Kick-off meeting.



1-12 months  
(refer to table)



Client meets  
ISTESHARA  
Advisor and  
Service  
Provider

# Engage

- Your dedicated ISTESHARA Advisor will take the lead on the kick-off meeting to make sure that you and the Service Provider get well acquainted.
- The meeting will take place at QDB premises and will usually last for an hour or two hours depending on your readiness.
- We believe that communication is a key factor in measuring the success of the ongoing partnership between you and Service Provider, so please do let them know of your schedule, preferred means of communication (e-mail, phone, SMS, etc.) and the communication language preference.
- Please do make sure that you list all your service requirements as clearly as possible during the kick-off meeting and if there are any additional special requests this will be the time to list them.
- You are expected to commit and engage with the Service Provider at all stages of the service to ensure the Scope of Work and deliverables meet your expectations.

The service completion will vary depending on which service of ISTESHARA you requested:


Service	Deliverable	Duration
<b>JADWA Consultancy Services</b>	Pre-feasibility study Business plan with technical and financial feasibility	5 weeks 9-12 weeks
<b>OQOOD Legal Services</b>	Contract Development or Review Filing of trademark copyrights and patents Company registration and drafting articles of association	2-3 weeks 4-12 weeks 2 weeks
<b>TADQEEQ</b>	Bookkeeping Annual Audit and Taxation	1 year 4 weeks
<b>EYADA SME Clinic</b>	Developing transformation plan and execution plan Implementation of the execution plan	3 months 6 months




## Evaluate

- To ensure that you are happy with the service provided to you, we will ask you to fill and submit a Project Appraisal Report that addresses specific questions about the quality of service and the responsiveness of the Service Provider throughout the assignment duration.
- Our ISTESHARA Advisors are always available to extend their support throughout your journey with us, so you are welcome to give feedback at any time during your engagement with the Service Provider.

Last but definitely not the least, for JADWA services, our ISTESHARA Advisor may recommend commercially viable businesses to continue into other QDB services such as Business Finance.

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 Visit: [www.qdb.qa](http://www.qdb.qa)

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