

This handbook sets out the standard quality assurance process and delivery practices for Cutcross engagements. It is aligned with ISO 20700:2017 and applies to all consulting services delivered by Anna Klissouras Solutions Single Member PC (trading as Cutcross).

## **1. Company Profile**

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### **1.1 About Cutcross**

Cutcross is the trading name of Anna Klissouras Solutions Single Member PC, a management consultancy based in Greece and operating across Europe through a combination of remote work and travel as required. The legal entity was founded in September 2023 by Anna Klissouras.

Cutcross is a boutique strategy consultancy. Services are organised around four pillars:

- **DIAGNOSE:** Clarifying what is really going on — diagnostic reviews, situation assessments, stakeholder mapping, and problem framing.
- **STRATEGIZE:** Defining priorities, options, and the path forward — strategy papers, decision frameworks, options analyses, and positioning work.
- **BUILD:** Creating the structures, tools, and systems needed for execution — programme design, partnership frameworks, toolkits, governance models, and playbooks.
- **DELIVER:** Supporting implementation where momentum and coordination matter — project management, stakeholder coordination, and retained advisory.

Work may span one or more pillars. The pillars provide a shared vocabulary for scoping, pricing, and communicating the offer.

Further information is available at [www.cutcross.com](http://www.cutcross.com).

### **1.2 Consultant profile**

Anna Klissouras is the founder of Cutcross and the accountable senior advisor on all engagements. Her background includes:

- 15+ years of professional experience across strategy, public affairs, communications, business development, programme delivery, and project management
- Senior roles at Amazon Europe across public policy, SME initiatives, expansion-country programmes, and marketplace marketing
- Experience at the United Nations, in the solar industry, and as a founder
- Track record in complex, stakeholder-heavy, and politically sensitive environments
- Strong mix of analytical rigour, strategic thinking, and practical execution
- Dual degree in International Management from ESCP Europe and MDI India (graduated with distinction); Master's degree in Philosophy and Art History from Humboldt University Berlin and University of Cologne

Full profile and references available at [www.cutcross.com/about](http://www.cutcross.com/about) and [www.linkedin.com/in/annaklissouras](http://www.linkedin.com/in/annaklissouras).

### **1.3 Operating model**

Cutcross is founder-led. Anna Klissouras owns all client relationships, strategic framing, and accountability for outcomes. Delivery capacity may be extended through a targeted bench of trusted freelance specialists, used selectively where additional input is needed. Freelancers operate within defined briefs and quality standards; they are not visible substitutes for the senior lead. Cutcross remains the accountable senior counterpart for all clients.

## **2. Code of Conduct**

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Cutcross is committed to high and consistent professional standards. These include:

- Measurable and lasting impact for clients
- Confidentiality regarding all client information and assets

- Independence and neutrality in strategic advice
- Honest and transparent communication regarding project deliverables, scope, and pricing
- Legal compliance in all aspects of the business
- Respect for client time, decisions, and internal processes

### **3. Quality Assurance Process**

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The following describes the standard Cutcross consulting process, applied consistently to ensure quality in adherence to ISO 20700:2017 standards.

#### **3.1 Client acquisition**

Prospective clients who express interest in Cutcross via its website, marketing channels, or referrals are offered a free introductory call (45 minutes). This call allows Cutcross to describe its capabilities and approach, and the prospective client to outline their needs and assess fit. No fees apply to this initial conversation.

#### **3.2 Project planning**

Based on the introductory call and any follow-up exchanges, Cutcross drafts a project proposal. Each proposal covers at minimum:

- The client's overall business context, goals, and operating environment
- Measurable project objectives
- Project timeline and key milestones
- Project scope — what is included and what is not
- Deliverables and their format
- Internal or external dependencies that may affect delivery (e.g., client approvals, regulatory constraints)
- Risks and mitigation strategies
- Required financial and human resources from both parties
- Decision-makers and approval processes on the client side

#### **3.3 Project set-up**

Upon agreement with the client, Cutcross sets up the engagement as follows:

- Signing an agreement and NDA with the client. The agreement will use the Cutcross standard template or a customised version agreed with the client, and will at minimum cover objectives, deliverables, timelines, pricing, and termination policy.
- Defining team members and roles on both sides
- Agreeing required approvals and approval processes
- Agreeing a project plan with timelines and milestones
- Setting up the shared workspace, including file sharing, communication channels, and meeting series
- Standardising processes for client engagement, data collection, and solution development

#### **3.4 Client insights and analysis**

Cutcross gathers relevant insights to inform a practical course of action. Depending on the engagement, this may include:

- Quantitative business data and performance indicators
- Qualitative interviews with client staff, stakeholders, or end-users
- SWOT analyses, gap assessments, and stakeholder mapping
- Desk research and market or policy context review

#### **3.5 Strategy and solution development**

Cutcross develops a tailored strategy or solution based on the agreed proposal, the project set-up, and the outcomes of the insights phase. All strategic recommendations are grounded in evidence, clearly structured, and designed to be actionable within the client's real constraints.

### **3.6 Implementation**

Where the engagement includes delivery support, Cutcross implements the agreed plan and ensures quality through:

- Maintaining a project tracker and sharing regular status updates with the client
- Documenting all meetings and additional agreements
- Saving all project-related documents in the shared workspace with version control and clear naming
- Responding to client emails within 1 business day and to chat messages on the same day
- Using consistent document formats as agreed with the client (e.g., project software, PPT, Word, Excel)

### **3.7 Monitoring and evaluation**

Throughout the engagement, Cutcross monitors and evaluates progress and outcomes:

- Tracking performance against goals at agreed milestones
- Conducting regular project milestone reviews and adjusting as needed
- Collecting client feedback through check-ins and, where appropriate, structured reviews
- Conducting a final review with the client at project close to assess overall performance and capture learnings
- Implementing corrective actions where issues are identified, to prevent recurrence in future engagements

## **4. How We Work**

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### **4.1 Communication**

- Email response: Within 1 business day
- Urgent support: Via WhatsApp at +30 697 661 8427 during business hours
- Working hours: Monday to Friday, 09:00–18:00 CET/CEST by default
- Meetings: Online by default; in-person available on request (travel costs apply per Fees and Conditions)

### **4.2 Workspace and tools**

By default, Cutcross works online using video meetings, shared document systems, email, and a booking calendar. Cutcross will provide meeting invites, a file sharing system, and a booking calendar, or will use the client's preferred tools if access is provided.

### **4.3 Documentation**

All project documents are provided in an analytical document format. Project trackers are maintained via an online project management tool unless other formats (PPT, Excel) are preferred. All relevant documents and meeting notes are stored in a jointly accessible online drive in addition to email. Documents use time-stamped and version-controlled naming to avoid ambiguities.

### **4.4 Feedback and continuous improvement**

Cutcross proactively seeks feedback from clients throughout the engagement and in a dedicated review session at the end. Feedback is used to improve quality on the current engagement and in future work.

### **4.5 Fees and conditions**

Full details on pricing, invoicing, retainer terms, cancellation, travel, and other commercial conditions are set out in the separate Fees and Conditions document, available at [www.cutcross.com](http://www.cutcross.com) and provided on request.

## **5. Contact**

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