

ITC Assessment and Benchmarking Programme



Andrea Santoni – ITC Benchmarking & Capacity Building
18 October 2012 – Kuala Lumpur WTPO Conference



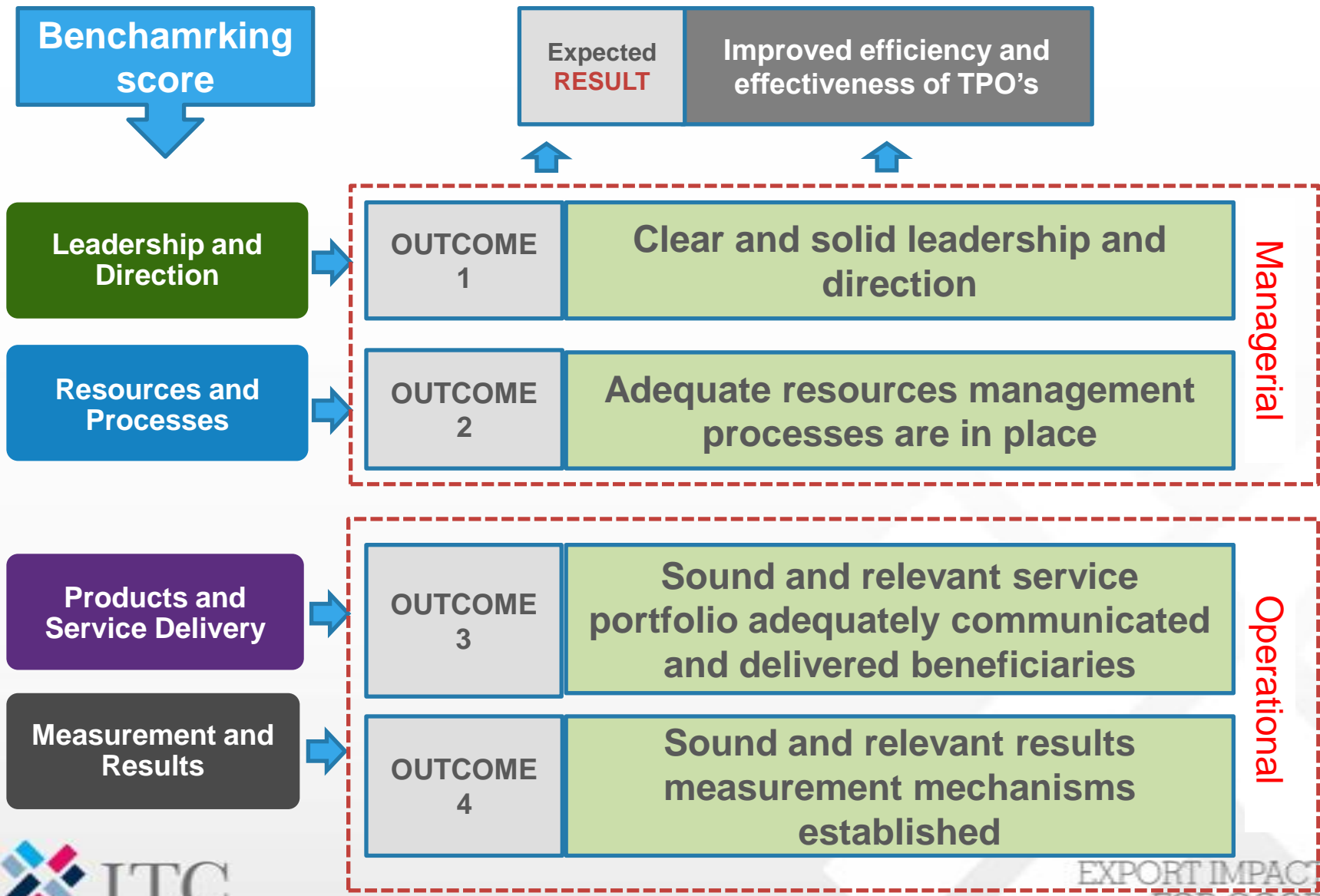
Learning and improvement elements of the Benchmarking exercise

- **Benchmarking analysis:** Learning experience embedded when comparing actual practice to the good practice
- **Technical interventions:** Better knowledge of TSI needs for assistance
- **Learning and sharing platform** Global public good: benchmarking system and learning platform

Mix of self improvement processes
&
interactive learning experiences



Performance improvement logframe



Managerial areas

Leadership and Direction



OUTCOME 1	Clear and solid leadership and direction
Output 1 Output 2 Output 3 Output 4 Output 5	<ul style="list-style-type: none">• Strategy design and formulation• Business in trade policy• Development of export strategy• Business plan development• Institutional assessment• Institutional networking

Resources and Processes



OUTCOME 2	Adequate resources management processes are in place
Output 1 Output 2 Output 3	<ul style="list-style-type: none">• Result Based Management training• Human resources management• Financial resources management

Operational areas

Products and Service Delivery

OUTCOME 3

Sound and relevant service portfolio adequately communicated and delivered beneficiaries

Output 1
Output 2
Output 3
Output 4
Output 5
Output 6

- Service portfolio design
- Logistic aspects of supply chain management
- Quality standards
- Packaging
- Access to finance
- Trade & market intelligence

Measurement and Results

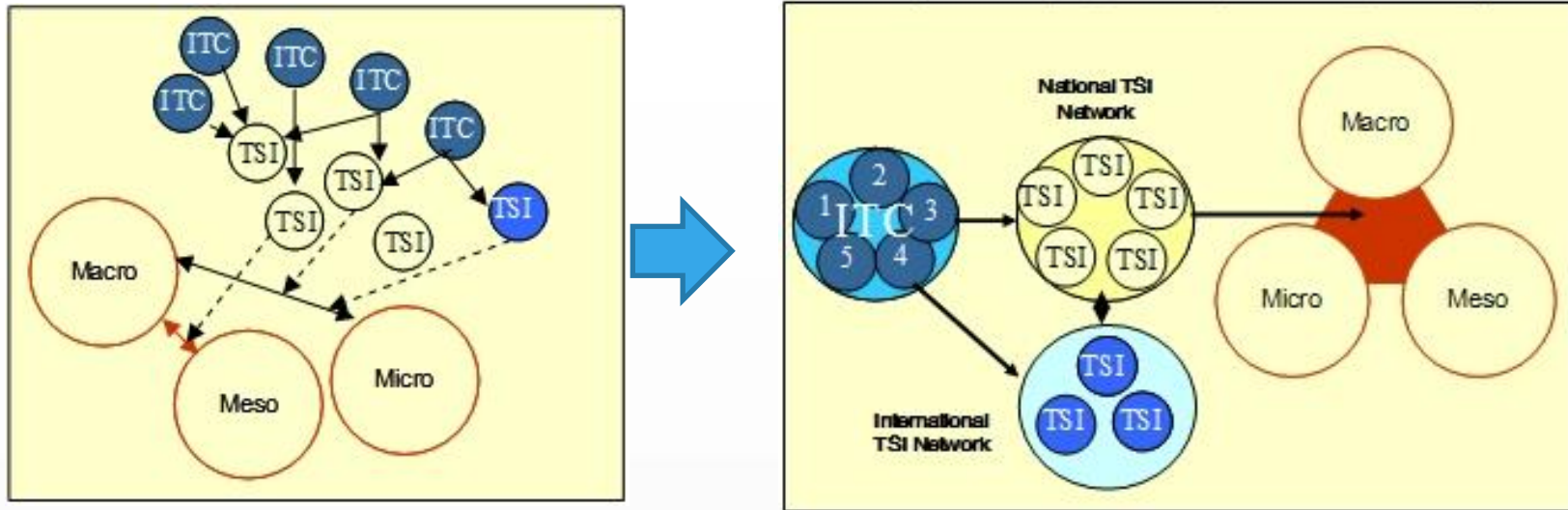
OUTCOME 4

Sound and relevant results measurement mechanisms established

Output 1
Output 2
Output 3
Output 4
Output 5

- Design and establishment of result measurement system
- Client satisfaction survey design
- Benchmarking year on year comparison

Networking dimension



Establishment and strengthen of inter-institutional networks



- More efficient and effective way impact
- No duplication of efforts,
- Ensures sustainability of capacity built
- One-to-one-to many concept: knowledge and experience is shared and transferred



Online - Learning and sharing platform

Global public good structured in two main sections

1. A library

- Access to information on good practices
- Case studies
- Forum for exchange of experiences

2. A password protected access to the assessment tools

- Access to self assessment tool
- Access to benchmarking scores (AVG – MAX – MIN)



BENCHMARKS

OVERALL

2012 BENCHMARK SCORE

LEADERSHIP AND DIRECTION

OVERALL

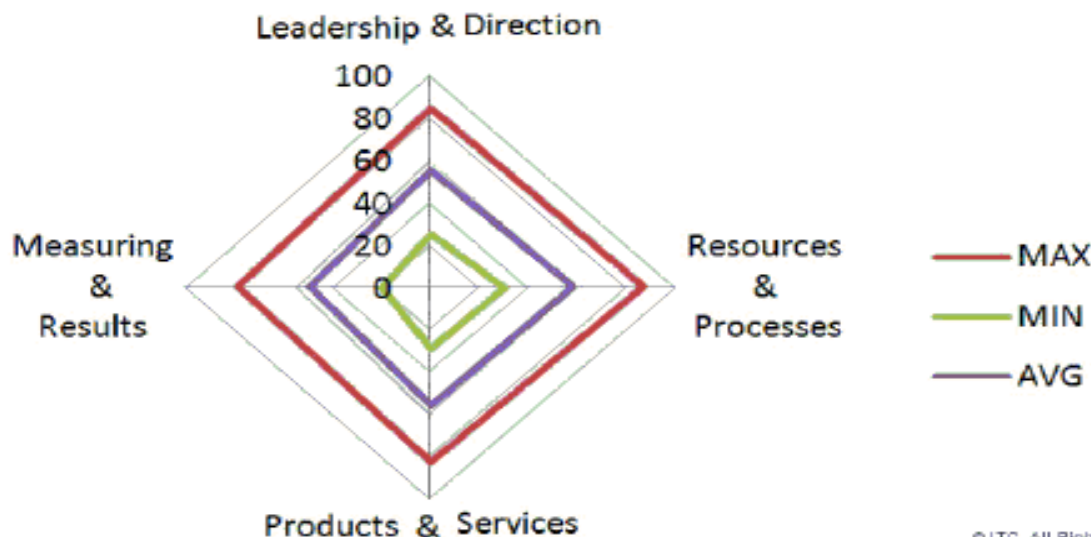
RESOURCES AND PROCESSES

Graph

List

PRODUCT AND SERVICE DELIVERY

OUTCOMES AND IMPACT



© ITC. All Rights Reserved.

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

SELF ASSESSMENT

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

ASSISTED ASSESSMENT

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

ASSESSMENT TOOL

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

LOG IN



[DASHBOARD](#) |
 [HISTORY](#) |
 [ASSESSMENTS](#) |
 [MANAGE DATA](#) ▼ |
 [MY PROFILE](#)

ASSESSMENT

Start Date: 9/21/2012 End Date: 9/21/2012 Organization: Organization 01 Analyst: Analyst 01

PROFILE

[PREVIOUS](#) [SAVE AND NEXT](#)

ASSESSMENT

LEADERSHIP AND DIRECTION

- A.1. MANDATE, COMMON PURPOSE AND RECOGNITION
 - A.1.1. The mandate is clear, current and relevant
 - A.1.2. The organisation has a common purpose, based on shared values, which is externally and internally endorsed
 - A.1.2.1 Common purpose reflects the mandate
 - A.1.2.2 Common purpose is appropriate to national conditions and fits organisational capabilities (overly or insufficiently ambitious)
 - A.1.2.3 Common purpose reflects the perspectives of clients and stakeholders
 - A.1.2.4 Common purpose and organisational shared values are consistent
 - A.1.2. The organisation has a common purpose, based on shared values, which is externally and internally endorsed
 - A.1.3. The organisation has industry and business recognition and representation, ensures aspiring businesses are supported
- A. 2. GOVERNANCE
- A. 3. STRATEGY DEVELOPMENT AND IMPLEMENTATION
- A. 4. ACCOUNTABILITY AND RISK MANAGEMENT
- A. 5. INTERACTION WITH
- STAKEHOLDERS AND STRATEGIC
- PARTNERS

Type: SELF Status: DRAFT

Area : Leadership and Direction

Theme : Mandate, common purpose and recognition

Measurement : The organisation has a common purpose, based on shared values, which is externally and internally endorsed .

INDICATORS (3 OF 5)

A.1.2.3

Common purpose reflects the perspectives of clients and stakeholders

A brief description for the indicator will appear here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas dictum pulvinar vulputate. Fusce pharetra, ipsum id blandit vulputate, risus enim rutrum magna, eget varius tortor mi nec eros.

Move your mouse

Lorem ipsum dolor sit amet, consectetur adipiscing elit.
 Maecenas dictum pulvinar vulputate. Fusce pharetra, ipsum id blandit vulputate, risus enim rutrum magna, eget varius tortor mi nec eros.

- No common purpose
- It does not reflect the perspectives of either clients or stakeholders
- Somewhat reflects the perspectives of clients and stakeholders or of one better than the other
- Reasonably effectively reflects the perspectives of clients and stakeholders
- Effectively reflects and clients and stakeholders are involved in shaping and updating the common purpose

Add Comments/Feedback if any:

[PREVIOUS](#) [SAVE AND PROCEED](#) [SKIP](#) [SAVE AND EXIT](#)

Not Started Partly Done Completed

RESOURCES AND PROCESSES

PRODUCT AND SERVICE DELIVERY

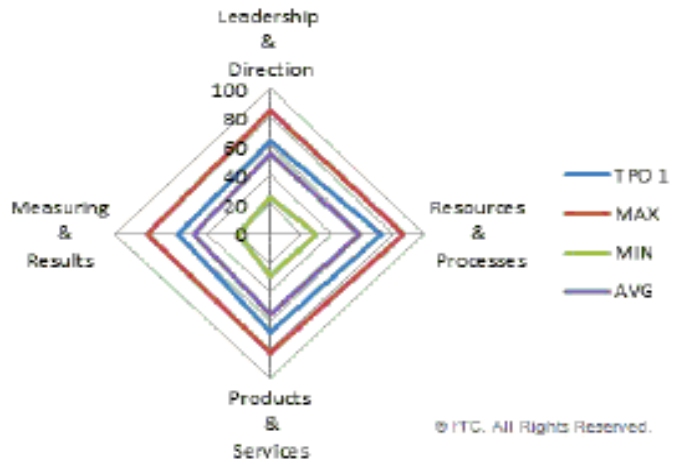
[PREVIOUS](#) [SAVE AND NEXT](#)

[DASHBOARD](#) |
 [HISTORY](#) |
 [ASSESSMENTS](#) |
 [MANAGE DATA](#) ▼ |
 [MY PROFILE](#)

BENCHMARKS

OVERALL

Graph List



Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas dictum pulvinar vulputate. Fusce pharetra, ipsum id blandit vulputate, risus enim rutrum magna, eget varius tortor mi nec eros. Ut suscipit tellus et sapien tempor sagittis. Phasellus et justo sit amet felis eleifend tincidunt nec eget erat. Morbi eget eros id justo ullamcorper lobortis nec nec est.

Donec porttitor molestie sem at porta. Nam at eros urna. Integer lacinia posuere pharetra. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas sem eros, vehicula vel ultrices eu, blandit vel neque. Proin enim ante, faucibus in laculis eget, mattis nec mi. Praesent quis elit turpis, sit amet vehicula ipsum. Pellentesque urna mauris, consectetur sed dapibus id, molestie a nisi. Pellentesque mauris nisi, bibendum sit amet luctus ut, pretium at lectus.

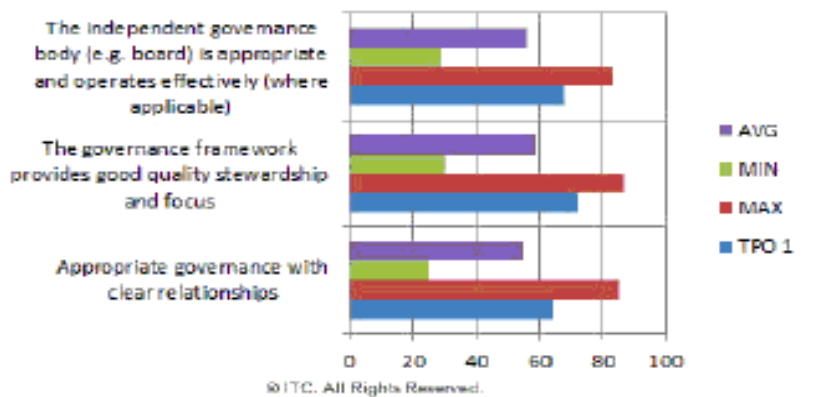
AREA: Leadership & Direction

Graph List

	TPO	MAX	MIN	AVG
The mandate is clear, current and relevant	82	85	25	55
The organisation has a common purpose, based on shared values, which is externally and internally endorsed	50	87	30	58.5
The organisation has industry and business recognition and representation; ensures aspiring businesses are supported	73	83	20	56

THEME: Governance

Graph List





[DASHBOARD](#) |
 [HISTORY](#) |
 [ASSESSMENTS](#) |
 [MANAGE DATA](#) ▼ |
 [MY PROFILE](#)

HISTORY

TYPE: Previous 5 years from:

Quantitative: *A maximum of 3 can be selected.*

- Headquarters/central Office
- Branch offices in home country
- Offices abroad
- Senior management
- Managers and professional directly involved in service delivery
- Other managers and professional in corporate and support functions
- With university and post university degree
- With previous private sector/business/export experience
- In central office (*2)
- In other offices in the country (*2)
- Abroad (*2)
- Estimated total number of exporter in the countries
- Total number of clients of the organisation
- Total number of clients of the organisation that exporters
- Total number of clients that used the services of the organisation in the

Area:

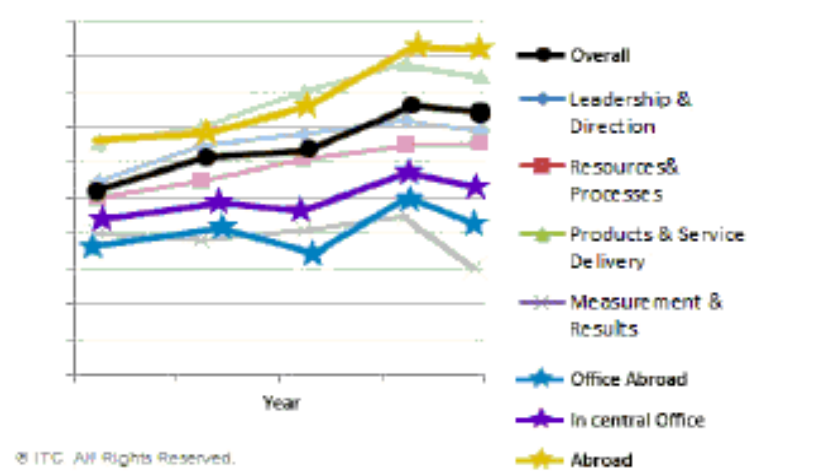
Theme:

Measure:

Benchmark on:

OVERALL

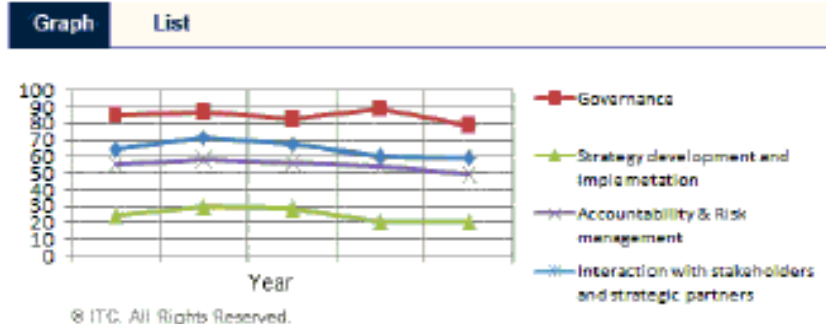
[Graph](#) | [List](#)



AREA

Leadership & Direction

[Graph](#) | [List](#)



THANK YOU

santoni@intracen.org

