ITC Assessment and Benchmarking Programme

Andrea Santoni – ITC Benchmarking & Capacity Building
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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

- **Leadership and Direction**
  - **OUTCOME 1**: Clear and solid leadership and direction
  - **Outcome 2**: Adequate resources management processes are in place

- **Resources and Processes**
  - **OUTCOME 3**: Sound and relevant service portfolio adequately communicated and delivered beneficiaries
  - **OUTCOME 4**: Sound and relevant results measurement mechanisms established

- **Products and Service Delivery**
  - **Expected RESULT**: Improved efficiency and effectiveness of TPO’s

- **Measurement and Results**

**Managerial**

**Operational**

**Benchmarking score**
## Managerial areas

<table>
<thead>
<tr>
<th>Leadership and Direction</th>
<th>OUTCOME 1</th>
<th>Clear and solid leadership and direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Output 1</td>
<td>• Strategy design and formulation</td>
<td></td>
</tr>
<tr>
<td>Output 2</td>
<td>• Business in trade policy</td>
<td></td>
</tr>
<tr>
<td>Output 3</td>
<td>• Development of export strategy</td>
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<tr>
<td>Output 4</td>
<td>• Business plan development</td>
<td></td>
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<tr>
<td>Output 5</td>
<td>• Institutional assessment</td>
<td></td>
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<tr>
<td></td>
<td>• Institutional networking</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Resources and Processes</th>
<th>OUTCOME 2</th>
<th>Adequate resources management processes are in place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Output 1</td>
<td>• Result Based Management training</td>
<td></td>
</tr>
<tr>
<td>Output 2</td>
<td>• Human resources management</td>
<td></td>
</tr>
<tr>
<td>Output 3</td>
<td>• Financial resources management</td>
<td></td>
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</tbody>
</table>
### Operational areas

<table>
<thead>
<tr>
<th>Products and Service Delivery</th>
<th>Sound and relevant service portfolio adequately communicated and delivered beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTCOME 3</td>
<td>• Service portfolio design</td>
</tr>
<tr>
<td></td>
<td>• Logistic aspects of supply chain management</td>
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<tr>
<td></td>
<td>• Quality standards</td>
</tr>
<tr>
<td></td>
<td>• Packaging</td>
</tr>
<tr>
<td></td>
<td>• Access to finance</td>
</tr>
<tr>
<td></td>
<td>• Trade &amp; market intelligence</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measurement and Results</th>
<th>Sound and relevant results measurement mechanisms established</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTCOME 4</td>
<td>• Design and establishment of result measurement system</td>
</tr>
<tr>
<td></td>
<td>• Client satisfaction survey design</td>
</tr>
<tr>
<td></td>
<td>• Benchmarking year on year comparison</td>
</tr>
</tbody>
</table>

**Output 1**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I

**Output 2**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I

**Output 3**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I

**Output 4**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I

**Output 5**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I

**Output 6**

- Product A
- Service B
- Feature C
- Indicator D
- Process E
- Outcome F
- Measurement G
- Result H
- Impact I
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)
Leadership & Direction

Measuring & Results

Resources & Processes

Products & Services

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SELF ASSESSMENT

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ASSISTED ASSESSMENT

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ASSESSMENT TOOL

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**A.1.2.3**

**Common purpose reflects the perspectives of clients and stakeholders**


- No common purpose
- It does not reflect the perspectives of either clients or stakeholders
- Somewhat reflects the perspectives of clients and stakeholders or at 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:**

- Not Started
- Pertainly Done
- Completed

**HISTORY**

**TYPE:** Self Assessment

**Previous 5 years from:** 2011

**Quantitative:**

- 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 (C2)
- In other offices in the country (C2)
- Abroad (C2)
- 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:**

**Leadership & Direction**

**Theme:**

**Governance**

**Measure:**

**Select**

**Benchmark on:** Min

**OVERALL**

**Graph**

**List**

**AREA**

**Leadership & Direction**

**Graph**

**List**

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THANK YOU

santoni@intracen.org