Consultative Committee of the ITC Trust Fund

26 November 2015
What is a corporate scorecard?

Also known as Corporate Results Framework

1. Development context
   Contributing to the Global Goals for sustainable development

2. Development results
   Outputs we deliver and the outcomes achieved with clients

3. Effectiveness and Efficiency
   Improvements in the way we do things

- An integrated performance management tool
- High-level view tracking the implementation of the Strategic Plan
- Bringing together what we measure to help us manage
Development results

**Impact**

**Inclusive and sustainable development**

**Outcome**

Improved international competitiveness of SMEs in developing countries and transition economies

**Intermediate outcomes**

- Increased awareness
- Increased knowledge and skills
- Improved consensus and feasible plans to act
- Action

**Impact evaluations**

(c)(iii) # of SMEs having transacted international Business [plus (c)(iv) respective % share of WBEs]

**Programme-specific indicator**

(c)(i) # of SMEs reporting improved international competitiveness as a result of ITC support [plus (c)(ii) respective % shares of WBEs]

**Access to business/trade services:**

Stronger Trade and Investment Support Institutions

**Market linkages:**

More inclusive market opportunities

**SME capacity:**

More competitive SMEs, including women, youth and community entrepreneurs

**Trade and Business Environment:**

Better trade and investment policies and strategies

**Outputs**

- Workshops
- Advisory Services
- Technical Material
- Publications

**Indicators – Deliverables**

- # OF: Workshops
- Advisory Services
- Technical Material
- Publications

**Impact**
Simplified and more coherent Strategic Framework

**Objective of the Organization:** To foster sustainable economic development and contribute to achieving the Millennium Development Goals in developing countries and countries with economies in transition through trade and international business development.

### 2014-2015 Corporate Indicators

**A**

- **Strengthened integration of the business sector into the global economy through trade intelligence and enhanced support to policymakers.**

  1. Increased number of male and female users of trade-related intelligence, including cases in which a gender perspective in trade is integrated into national development strategies, as a result of ITC support to enable decision makers to prepare and/or design effective trade development programmes and policies.

  2. Increased number of male and female clients expressing awareness of trading system-related activities through the support of ITC to enable decision makers to understand business needs and create an environment conducive to business.

  3. Increased number of cases in which country negotiating positions have been enriched through analytical input and business sector participation, with the support of ITC, to enable decision makers to integrate business dimensions into trade negotiations.

**B**

- **Enhanced trade support institutions and policies for the benefit of exporting enterprises.**

  1. Number of institutions reporting improvements in their managerial performance and/or services to small and medium-sized enterprises as a result of ITC assistance.

  2. Number of institutions reporting improvements as a result of their membership in networks supported by ITC.

  3. Number of institutions reporting improvements in their country’s trade promotion and export development policies as a result of ITC assistance.

**C**

- **Strengthened export capacity of enterprises to respond to market opportunities.**

  1. Increased number of enterprises enabled to formulate sound international business strategies through ITC training on export management issues, delivered directly or indirectly.

  2. Increased number of enterprises enabled to become export-ready through ITC training activities focusing on export readiness, delivered directly or indirectly.

  3. Increased number of enterprises having met potential buyers and, as a result, having transacted business through ITC support.

  4. Increased share of women-owned enterprises that report improved competency in export-related operations and that are exposed to new markets or market contacts as a result of ITC assistance.

### 2016-2017 Corporate Indicators

**A**

- **Strengthened integration of the business sector into the global economy**

  1. Number of male and female clients reporting greater awareness of international trade as a result of ITC’s support.

**B**

- **Improved performance of trade support institutions for the benefit of enterprises**

  1. Number of institutions reporting improved operational and managerial performance as a result of ITC’s support.

**C**

- **Improved international competitiveness of enterprises**

  1. Number of enterprises reporting improved international competitiveness as a result of ITC’s support.

  2. Percentile share of enterprises that are owned, operated and controlled by women reporting improved international competitiveness as a result of ITC’s support.

  3. Number of enterprises having transacted international business as a result of ITC’s support.

  4. Percentile share of enterprises that are owned, operated and controlled by women having transacted international business as a result of ITC’s support.
Effectiveness and Efficiency

- Bringing value to clients: Country ownership, Client satisfaction, Evaluation results
- Managing resources: Budget (RB, XB, PSC), Operating Reserve, Fundraising, Brand / legitimacy
- Improving internal processes: Carbon footprint, Streamlining Admin Processes, Productivity, Project Cycle Management
- Building organizational capacity: Gender and Diversity, Talent management, Innovation, Outreach

ITC: TRADE IMPACT FOR GOOD