

Towards a Systematic Approach to Improving Quality in the Investment Centre

Learning from Learning from the Focus Group, the Partner Survey and the Pilot Experience

Justification. The proposed session will provide the participants with the opportunity to take stock of the efforts made by the FAO Investment Centre to improve the quality of its services. They will first take stock of the lessons learned from (i) the Divisional Focus Group on quality set up following ID-2009; (ii) the ten pilot assignments which have been undertaken during the second half of 2010; and (iii) the outcome of the 2010 online Partner Survey. They will then discuss the ways and means for further improving quality through a systematic approach to quality management.

The speakers will cover the key concepts of quality enhancement and quality assurance, and present suggestions for a systematic approach to Quality Improvement, including quality targets, principles and implementation arrangements. The main features of TCI's Q approach would include:

- an agile process that would not over-burden staff and partners and that would adapt to the variety of products and partners;
- a system that provides for positive conversations (i.e. between task leader, service chief and IFI and country partners) and for knowledge sharing and learning (e.g. linking assignments to the larger thematic and country focus areas).
- A focus on upstream Q screening of assignments by measuring both associated risks and potentials. Based on this preliminary assessment, a set of Q activities are proposed to both minimize the risks and increase the value added (e.g. learning).

Participants will then discuss Q management arrangements at task, service and divisional levels, and the corollary roles and responsibilities, as well as the way forward and the key issues to be addressed.

Format. It is proposed to have a two-hour session with presentations followed by a general discussion.

Organizers: Nicholas Chapman, Consultant, and Mohamed Manssouri, TCID

Time needed: 2 hours.