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Food and Agriculture
Organization of the
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Unies pour l'alimentation
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Продовольственная и
сельскохозяйственная организация
Объединенных Наций

Organización de las
Naciones Unidas para la
Alimentación y la Agricultura

منظمة
الغذية والزراعة
للأمم المتحدة

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PROGRAMME COMMITTEE

Hundred and Eighteenth Session

Rome, 2-6 November 2015

Evaluation of FAO's contribution to knowledge on food and agriculture

MANAGEMENT RESPONSE

In line with the recommendations of the 112th session of the Programme Committee (CL 145/6 para. 24.b) concerning modalities for saving costs, while ensuring adequate access to information contained in Evaluation reports, document PC 115/5 is presented as a comprehensive executive summary translated in FAO languages, while the Evaluation report in its entirety is published on the FAO Evaluation Web site in the original language.

Guidance sought by the Programme Committee

The Programme Committee may wish to provide its views and guidance on the key issues in the Evaluation report, and to the response to the recommendations and proposed follow-up actions by Management.

Queries on the substantive content of the document may be addressed to:

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1. FAO Management welcomes the findings and recommendations of the “Evaluation of FAO’s contribution to knowledge on food and agriculture”. The methodology followed combining four separate components, namely (i) an inventory and survey of knowledge products and services owners; (ii) a Meta-Evaluation; (iii) thematic assessments; and (iv) a survey of FAO member countries and clients is appreciated.
2. Management appreciates the positive findings regarding the relevance, reputation and appreciation of FAO’s knowledge products and services among member countries and other constituencies (academia, researchers, civil society, private sector, etc.). The Evaluation finds that FAO’s knowledge products and services are widely recognized for their technical excellence. However, to safeguard and further enhance this reputation, some corporate strategic measures will need to be introduced.
3. FAO Management concurs with the Evaluation’s first conclusion that its knowledge products and services may benefit from being better tailored to the specific needs of their target audiences, easier to access, monitored in terms of users’ awareness and satisfaction and documented and capitalized on successful experiences. In addition, Management also concurs with the second conclusion that relevant quality assurance procedures need to be either developed or applied (if available) in a consistent manner throughout the Organization.
4. The report makes two recommendations, which are accepted by Management with supporting comments. The Evaluation and its recommendations will inform the development of policies and plans measured by the Objectives on technical quality, knowledge and services (Objective 6.1) and outreach (Functional Objective 8.2).
5. Managements supports Recommendation 1 and agrees that more attention needs to be paid to users’ and learners’ needs and to improving users’ experiences. A new business model that will better facilitate access to and findability of FAO knowledge products and services, complemented with guidelines and monitoring tools will be developed.
6. Management also supports Recommendation 2 and agrees to strengthen mechanisms and measures in place to ensure technical excellence of its knowledge products and service, through improving quality standards and strengthening the implementation of quality assurance systems. However, management wishes to underline that FAO’s knowledge products and services are produced across all organizational units and geographic locations. As noted in the Evaluation report, the responsibilities for ensuring the excellence and dissemination of FAO’s knowledge products and services are shared among several organizational units. Based on a more thorough assessment of the existing guidelines and quality assurance mechanisms at FAO, a more central management of monitoring and ensuring quality of FAO’s knowledge products and services might be considered which may encompass a vast majority of knowledge products and services in decentralized offices not included in this Evaluation.
7. Further information is provided in the Matrix.

Evaluation Recommendation (a)	Management response (b) Accepted, partially accepted or rejected and comments on the recommendation	Management plan			
		Actions to be taken (c)	Responsible unit (d)	Timeframe (e)	Further funding required (Y or N) (f)
<p>Recommendation 1.</p> <p>FAO could pay greater attention to users' and learners' needs, as well as the potential for improving ease of use and expanding the resources' influence to a broader audience.</p>	Accepted	<p>A Working Group will be established with the participation of CIO, OCC, Chief Statistician and others to look at alternative models including the application of new search engine technologies.</p> <p>The new business model will facilitate greater access to and findability of FAO's knowledge products and services and allow for better gathering of information about users' and learners' needs.</p>	DDO	2016/17	N
<p>Recommendation 2.</p> <p>FAO should continue to strengthen the mechanisms and measures in place to ensure technical excellence of its knowledge products and services.</p>	Accepted	<p>Existing guidelines and quality assurance mechanisms will be reviewed.</p> <p>A corporate quality assurance mechanism to be applied to all knowledge products and services across units and locations will be developed.</p>	DDN (Lead Unit) ES, OPC, OCC and Chief Statistician	2016/17	N