Outline

WHAT WE DID
WHY WE DID IT
HOW WE DID IT
CHALLENGES
USER FEEDBACK
RESOURCES
LESSONS LEARNT
INTRODUCING UNIDO
THE UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION
UNIDO is contributing to all SDGs, focusing on SDG 9.
Inclusive and Sustainable Industrial Development

**Economic Competitiveness**
Advancing economic and industrial growth, building trade capacities, ensuring that all countries can benefit from international trade and technological progress, applying modern industrial policies and complying with global standards.

**Shared Prosperity**
Advancing poverty eradication and inclusiveness, building productive capacities, providing more opportunities for all women and men across social groups.

**Safeguarding The Environment**
Advancing environmentally sustainable growth, greening industries through cleaner production technologies and resource efficiency methodologies.
UNIDO Functions

- TECHNICAL COOPERATION
- ANALYTICAL AND RESEARCH FUNCTIONS AND POLICY ADVISORY SERVICES
- NORMATIVE FUNCTIONS AND STANDARDS AND QUALITY-RELATED ACTIVITIES
- CONVENING AND PARTNERSHIPS FOR KNOWLEDGE TRANSFER, NETWORKING AND INDUSTRIAL COOPERATION
UNIDO Technical Departments

TRADE, INVESTMENT, INNOVATION

Quality Infrastructure
Impact Investment
Industry 4.0

AGRIBUSINESS

Rural Development

ENERGY

Renewable Energy

ENVIRONMENT

Circular Economy
TII has Multiple Beneficiaries

Our programmes and projects incorporate essential policy-, institutional- and enterprise-level activities to benefit:

**POLICYMAKERS:** capacity-building and advisory services for improved regulatory frameworks

**INSTITUTIONS:** strengthening cooperation for collective actions

**ENTERPRISES:** enhancing the efficiency of operations and creating new business opportunities

Special emphasis is put on enhancing capacities of small and medium-sized enterprises (SMEs) as they make up over 90% of all businesses worldwide and are essential to the ‘path out of poverty’ for many developing countries.
TII FACTS & FIGURES 2018

GLOBAL PRESENCE
as per number of projects

22% Global
11% Europe & CIS
9% Arab States
30% Africa
9% Americas
2% Inter-Regional

TECHNICAL COOPERATION

121 projects
27 global programmes
16 (inter-)regional projects
75 countries worldwide
$ 33,300,000 total volume of implementation
WHAT WE DID
TII TRADE INVESTMENT INNOVATION KNOWLEDGE HUB

https://tii.unido.org
Trade, Investment, Innovation Knowledge Hub

KNOWLEDGE HUB
https://tii.unido.org

WHO WE ARE
OUR FOCUS
INCLUSIVE AND SUSTAINABLE INDUSTRIAL DEVELOPMENT

TRADE
INVESTMENT
INNOVATION

LATEST NEWS
UPCOMING EVENTS
PUBLICATIONS
TOOLS & METHODOLOGIES
TRAINING PLATFORM

INTERACTIVE ONLINE PLATFORM
Trade, Investment, Innovation Knowledge Hub

WHO WE ARE

OUR FOCUS

KNOWLEDGE HUB
https://tii.unido.org

TRADE

INVESTMENT

INNOVATION

INTERACTIVE ONLINE PLATFORM

LATEST NEWS

UPCOMING EVENTS

PUBLICATIONS

TOOLS & METHODOLOGIES

TRAINING PLATFORM
TII Training Academy

**TRADE**
- QUALITY INFRASTRUCTURE & TRADE
- QUALITY POLICY
- QUALITY MANAGEMENT

**INVESTMENT**
- IMPCAT INVESTMENT (EN, FR, CH)
- INTERNATIONAL BUSINESS ALLIANCES
- INVESTMENT PROJECTS: PREPARATION AND APPRAISAL

**INNOVATION**
- E-COMMERCE
- INDUSTRY 4.0
- INNOVATION MANAGEMENT
Quality Infrastructure and Trade

The technical content for this training has been developed in collaboration with partners from the International Network on Quality Infrastructure (INetQI).
Modular Approach

Module 1: Global Context
The purpose of this module is to provide a general overview of the Global Trading System. By the end of this module, you will be able to:

- Have a basic understanding of the Sustainable Development Goals (SDGs)
- Understand the principles of the World Trade Organization (WTO)
- Have a basic understanding of the Technical Barriers to Trade (TBT) Agreement
- Understand the basic understanding of the Sanitary and Phytosanitary Measures (SPS) Agreement
- Understand the basics of Trade Facilitation in the context of the WTO agreement

Module 2: Quality Infrastructure System
The purpose of this module is to provide a general overview of the Quality Infrastructure System (QIS). By the end of this module, participants should be able to:

- Define the building blocks of QIS and explain how they relate to each other
- Describe the importance of the quality infrastructure system (QIS)
- Identify good practices in advocating QIS
- Understand the regional and international aspects of QIS
- The topics introduced here are explored in more detail in subsequent modules

Module 3: Governance
This module outlines the importance of strong governance related to the quality infrastructure system. By the end of this module, participants should be able to understand:

- What quality policy is
- Why quality policy is important
- Quality policy guiding principles
- Step-by-step approach to develop quality policy
- Who are the main stakeholders
Information, Videos, Exercises, Further Reading

Technical Information

**QUALITY INFRASTRUCTURE AND THE SDGs**

Poverty reduction measures are generally intended to create shared prosperity and well-being as a means of ending poverty. This, however, can only take place through economic growth, a well-designed business environment and the development of an industrial sector. Their business environments may even have a disproportional negative effect on women-owned businesses, which are more likely to remain informal, extending the poverty trap.

Experiences from the past decade show that shared prosperity was in most cases based on progress made in absorbing the labor force more effectively into higher income manufacturing jobs of a growing manufacturing sector. Enhancing this experience to the developing world means that it should inversely experience poverty reduction if the same changes can be brought about.

Economic growth, trade and industrial development have the potential to simultaneously increase employment opportunities and increase labor productivity. Technology is diffused through standards among others, and productivity is increased by their use. On the other hand, rigid or burdensome regulations and conformity assessment procedures effectively limit competition or market entry, choices for consumers are diminished, and this has a negative price effect, especially for the poor.

FURTHER READINGS

- **Leveraging the Impact of Business Environment Reform: The Contribution of Quality Infrastructure - Lessons from Practice, Donor Committee for Enterprise Development (DCEID)**
- **Quality Infrastructure: Building Trust for Trade**
- **UNIDO/ISO (2013): Building Trust - The Conformity Assessment Toolbox**
- **UNIDO/ISO (2013): Fast Forward - National Standards Bodies in Developing Countries**
- **UNIDO (2016): Setting up Accreditation Bodies in Developing Economies**
Final Exam & Certificate

20 questions (randomly chosen from a set)

Pass with >60% → Approval
Discussion Forum

Demo forum topic
Please make sure you search the forum prior to opening a new thread.
by DorinaN (Forum moderator)

Demo forum topic
Posted on Tue, 08/14/2018 - 10:24 by Dorina N

Please make sure you search the forum prior to opening a new thread.

Comment

Text format
Basic HTML

SAVE
My Profile & Progress

My profile

Personal Data
Donna Nati
D.NATi@unido.org
Interested in Trade
Interested in Investment
Interested in Innovation

Organisational Data
Forum moderator
Albania

Final exam in Quality Infrastructure and Trade
Exam taken: Tuesday, August 7, 2018 - 10:46
Your score: 100% (47 of 47 points)

Congratulations! You have passed!
DOWNLOAD YOUR CERTIFICATE HERE

My progress

Last read
Module 2: Quality Infrastructure System
Last accessed on: Mon, 08/03/2016 - 12:00
READ FURTHER

Training Modules Progress:
Module 1: Global Context
27 slides read

Module 2: Quality Infrastructure System
28 slides read

Module 3: Governance
27 slides read
WHY WE DID IT
Objective and Rational

**EXTERNAL**

INFORMATION SHARING & TRAINING FOR PARTICIPANTS FROM DEVELOPING COUNTRIES (& LDCs)

**INTERNAL**

INDEPENDENT ADJUSTMENTS TO CONTENT AND EASY USABILITY
Objective and Rational

EXTERNAL

INFORMATION SHARING & TRAINING FOR PARTICIPANTS FROM DEVELOPING COUNTRIES (& LDCs)

EASY TO ACCESS (WITH SLOW INTERNET CONNECTION), INTERACTIVE, USER FRIENDLY

INTERNAL

INDEPENDENT ADJUSTMENTS TO CONTENT AND EASY USABILITY

BACKEND ACCESSIBLE TO UNIDO WITH THE POSSIBILITY TO EDIT CONTENT ANY TIME + MONITORING & REPORTING
HOW WE DID IT
Development Process

- Decision / Start of Project
- Concept & Requirements
- Server
- Development
- Deployment
- Launch
- Pilot
- External Development Partner
Development Process: Phase II

**Decision / Start of Project**

Project on Trade Knowledge Hub, expanded due to increased interlinkage of trade with investment and innovation (and institutional restructuring / responsibilities)

**Concept & Requirements**

Content requirements: definition of desired functionalities
Technical requirements: Drupal (open source CMS), alignment with UNIDO webpage, alignment with “department design”

**Server**

Hosted on UNIDO servers (UNIDO requirement), close cooperation with UNIDO IT team
Development Process: Phase I

- **Development**
  - External development partner (conversant with Drupal), close cooperation on structure, functionalities, visuals, etc.
  - Close cooperation with UNIDO IT team

- **Pilot**
  - Testing all functionalities, checking visualizations, improvements, definition of roles, rights and responsibilities

- **Deployment**
  - 1. Transfer to test servers
  - 2. Transfer to UNIDO servers

- **Launch**
  - Final testing phase before going public!
Training Structure

TRAINING CYCLE

TRAINING MODULE

TRAINING SLIDES
(text, video, exercises, etc.)
Training Content Development

• Roles & Responsibilities of all actors
• Development process
• Content requirements
CHALLENGES
Challenges

- **MAINTAINANCE**
  - Time consuming
  - Different training editors

- **ALIGNMENT**
  - Make technical content fit to the existing framework

- **TECHNICAL**
  - Growing content base
  - Technical bugs
  - Unexpected appearances/disappearances

- **COORDINATION**
  - Different content owners
  - Different thematic areas
Challenges & Mitigation Measures

**MAINTAINANCE**
- Time consuming
- Different training editors

**ALIGNMENT**
- Make technical content fit to the existing framework

**TECHNICAL**
- Growing content base
- Technical bugs
- Unexpected appearances/disappearances

**COORDINATION**
- Different content owners
- Different thematic areas

Designated System Administrator
Guidance document on content development
Close cooperation with developers and UNIDO IT
Designated Hub Coordinator
USER FEEDBACK
User Feedback

EVALUATION FORM AFTER FINAL EXAM FOR EVERY USER

USERS LOOKING TO LEARN SOMETHING NEW
- Positive feedback on comprehensiveness of the training
- Happy with the content and way presented

USERS LOOKING FOR A CERTIFICATE
- Complaining about comprehensiveness of the training
- Not happy with the content presented
Human Resources

TII DIRECTOR
HUB COORDINATOR
TECHNICAL LEAD
EXPERT DEVELOPER
PEER REVIEWER
TRAINEES
Time Resources

**DESIGN**
- Needs identification and product specification

**CREATE**
- Concept development & Reference list
- Creation of training content, exercises, examples / case studies and final exam questions
- Online Translation

**REVIEW**
- Peer Review
- Pilot
- Evaluation

**IMPROVE**
- Improvement
- Improvement
- Improvement
## Financial Resources

<table>
<thead>
<tr>
<th>Expansion</th>
<th>Year</th>
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</thead>
<tbody>
<tr>
<td>Initial Set-up of Platform</td>
<td>2017</td>
</tr>
<tr>
<td>1st Expansion: Online Tool (TCB Resource Guide)</td>
<td>2017</td>
</tr>
<tr>
<td>2nd Expansion: Training Platform</td>
<td>2018</td>
</tr>
<tr>
<td>Improvements</td>
<td>2019</td>
</tr>
<tr>
<td>Future expansions</td>
<td>2020</td>
</tr>
</tbody>
</table>
LESSONS LEARNT
Lessons learnt

PLANNING IS KEY

DON’T UNTERESTIMATE (HUMAN & TIME) RESOURCES
THANK YOU.