

FOREIGN TRADE REPRESENTATION (FTR)
(ITC PROJECT INT/U1/89A)

**WORKSHOP FOR EXCHANGE OF GOOD PRACTICES
IN FOREIGN TRADE REPRESENTATION**

Dhaka Chamber of Commerce and Industry (DCCI)
Dhaka, Bangladesh, 14 + 15 November 2012

PROVISIONAL PROGRAMME

DAY 1

Nr	From	To	SESSIONS	SESSION LEADERS
	9.00	9.30	Day1 Registration	DCCI
1	9.30	10.15	Opening by DCCI Ministry of Commerce ITC and the FTR Programme – Brief introduction Workshop programme - Articulation and expected outputs	DCCI Ministry of Commerce ITC
2	10.15	11.00	Workshop participants – Individual introductions	(Participants)
	11.00	11.30	<i>Tea/ Coffee break</i>	
3	11.30	12.00	What are the typical challenges faced by FTR?	ITC B. Monrozier
4	12.00	13.00	What priorities should be followed by FTR in their daily work? Which answers and other information can be found in ITC's new FTR Manual?	ITC L. Downey
	13.00	14.00	<i>Lunch</i>	
1. DELIVERING EFFECTIVE FTR SERVICES				
Discussion of essential concepts				
Analysis of practical experience				
5	14.00	14.45	What are the comparative advantages of FTR?	ITC B. Monrozier
6	14.45	15.30	What is the desirable service specialization of FTR? The Bangladesh experience Which essential services are delivered by DCCI to exporters? Which specific services are provided by the FTR network?	DCCI Ministry of Commerce
	15.30	16.00	Time for questions and discussion	
	16.00	16.30	<i>Tea/ Coffee break</i>	
7	16.30	17.30	Which services are of particular value to our exporters? (Brief cases presented by workshop participants)	(Participants)
	17.30	18.00	End of Day-1 – Summary and main conclusions	ITC

DAY 2

Nr	From	To	SESSIONS	SESSION LEADERS
	9.00	9.30	Day 2 - Registration	DCCI
2. STRENGTHENING MANAGEMENT RESOURCES:				
PROCESSES, TOOLS AND SYSTEMS TO SUPPORT EFFICIENT SERVICE DELIVERY				
Discussion of essential concepts Analysis of practical experience				
8	9.30	10.30	What are the main operational management issues that need to be mastered by FTR?	ITC L. Downey
9	10.30	11.00	Examples of processes, tools and information systems that help FTR deliver better services	ITC B. Monrozier
	11.00	11.30	<i>Tea/ Coffee break</i>	
10	11.30	12.30	Which particular processes, tools, and system help us best deliver effective services? (Brief cases presented by workshop participants)	(Participants)
	12.30	13.00	Time for questions and discussion	
	13.00	14.00	Lunch	
2. REPORTING AND MEASURING PERFORMANCE				
PROVIDING VALUE FOR MONEY AND GETTING RECOGNITION FOR GOOD SERVICE				
Discussion of essential concepts Analysis of practical experience				
11	14.00	15.00	Why measure performance?	ITC L. Downey
12	15.00	16.00	In which ways can FTR performance possibly be measured? What do we have to report on?	(Participants)
			How do we get evaluated by our supervisors? (Brief cases presented by workshop participants)	
	16.00	16.30	<i>Tea/ Coffee break</i>	
	16.30	17.30	Time for questions and discussion Workshop evaluation exercise	
13	17.30	18.00	Summary and conclusions of the FTR workshop - Closing	DCCI + ITC + Ministry of Trade

For more information please contact:

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