

Monitoring & Evaluation Meeting

Results Measurement for Advisory Services



IFC ADVISORY SERVICES PROGRAMS
MONITORING AND EVALUATION MEETING

“RESULTS MEASUREMENT
FOR ADVISORY SERVICES”

MARCH 6-7, 2007

Location: Four Seasons Nile Plaza Hotel, Cairo, Egypt

| TUESDAY, MARCH 6, MORNING | |
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| 8:00–8:30 | Breakfast |
| 8:30–8:45 | <p>Welcome</p> <p><i>Speakers: Laurence Carter, Director, SME Department, IFC</i></p> <p><i>Jesper Kjaer, General Manager, Private Enterprise Partnership Middle East and North Africa, IFC</i></p> |
| 8:45 – 10:15 | <p>How and where does one intervene in the value chain?</p> <p><i>Speaker: Bas Auer, Operations Officer, Private Enterprise Partnership Middle East and North Africa, IFC</i></p> <p><i>Ian Luyt, Senior Operations Manager, Private Enterprise Partnership</i></p> <p><i>Rema Hanna, Associate Professor, New York University</i></p> <p><i>Discussants: Bastiaan Mohrmann, Principal Investment Officer, IFC</i></p> <p><i>Deepak Adhikary, Principal Operations Officer, South Asia Enterprise Development Facility, IFC</i></p> <p>This session will discuss lessons from various value chain projects with a focus on project design, the importance of measurement, and approaches in experimental designs. Presentations will discuss the different methodologies that are being used to design and evaluate a number of projects and early lessons learned.</p> |
| 10:15–10:30 | Break |
| 10:30–12:00 | <p>Evaluating Management Training Programs – Lessons from Business Edge</p> <p><i>Speakers: Malcolm Harper, Reviewer of IFC Business Edge</i></p> <p><i>Discussants: Michel Botzung, Program Manager, Business Edge, Private Enterprise Partnership Middle East and North Africa, IFC</i></p> <p><i>IFC Client</i></p> <p><i>Kamal Siblani, Senior M&E Officer, Private Enterprise Partnership Middle East and North Africa, IFC</i></p> <p>Malcolm Harper is a renowned expert on SME Development and Entrepreneurship. He will present his views on the Business Edge program as a result of an evaluation he conducted. The session will address some of the issues in evaluating training programs, what are the mechanisms to do so and what types of results should one expect.</p> |
| 12:00–1:30 | Lunch |

TUESDAY, MARCH 6, AFTERNOON

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| 1:30–3:00 | <p>How effective are Business Membership Organizations as partners in implementing Advisory Programs?</p> <p><i>Speaker:</i> Gero Winkler, Maxwell Stamp –The ongoing IFC Evaluation Bachid Rachdi, President, Association des Professionnels de Technologies de l'Information, Morocco, IFC Client Damir Miljevic, ECRS Employers Confederation, Bosnia and Herzegovina</p> <p><i>Discussants:</i> Markus Pilgrim, Program Manager, Access to Business Services, Private Enterprise Partnership Middle East and North Africa, IFC Ivana Curic, Operations Officer, Private Enterprise Partnership Southeast Europe, IFC</p> <p><i>Moderator:</i> Irina Niederberger, Senior Operations Officer, SME Department</p> <p>A representative from Maxwell Stamp will present some preliminary results of an ongoing IFC evaluation of BMO projects. The two IFC clients will also describe their experiences in building a results-oriented BMO.</p> |
| 3:00–3:15 | <p>Coffee break</p> |
| 3:15–4:45 | <p>Evaluating the impacts of business regulatory reforms</p> <p><i>Speaker:</i> Frank Sader, Senior Operations Manager, BEE, PEP-MENA, IFC</p> <p><i>Discussants:</i> Andrea Mario Dall'Olio, Operations Officer, Private Enterprise Partnership, IFC Jackie Coolidge, Lead Investment Policy Officer, FIAS General Authority for Investment and Free Zones, The Alexandria Business Registration Simplification Ricardo Furman, Monitoring and Evaluation Officer, Latin America and the Caribbean TA Facility</p> <p><i>Moderator:</i> Geeta Batra, Principal Monitoring and Evaluation Officer, IFC</p> <p>This session will consider methodological issues that arise when evaluating such programs and will look at the limitations of measuring the impact of such programs. Alternative approaches will be presented and discussed.</p> |
| 4:45–5:45 | <p>Making markets work for the poor</p> <p><i>Speaker:</i> David Elliott, Springfield Center, UK</p> <p><i>Donor Discussion</i></p> <p>This session will look at different approaches in private sector development to make the markets work better for the poor. Experiences in bringing the private sector to better work with the poor will be discussed.</p> |
| 6:00 | <p>Cocktails (sponsored by the Private Enterprise Partnership Middle East and North Africa)</p> |

WEDNESDAY, MARCH 7, MORNING

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| 8:00–8:30 | Breakfast |
| 8:30–10:15 | <p>Challenges in measuring impact in access to finance programs</p> <p><i>Speaker:</i> Jeremy Denton-Clark, GBRW-Consultants Mark Pierce, Catholic Relief Services, Egypt</p> <p><i>Discussants:</i> Rubin Japhta, Operations Officer, Private Enterprise Partnership -Africa, IFC Matt Gamser, Principal Operations Officer, Access to Finance Gregory Rung, Program Manager, Bank Advisory, Private Enterprise Partnership Middle East and North Africa, IFC</p> <p>GBRW will present preliminary results from IFC’s evaluation of Bank Advisory Services with a focus on methodological approaches, and preliminary results focusing on what is working and what is not and future direction.</p> |
| 10:15–10:30 | Break |
| 10:30 – 12: | <p>Is mediation the solution to a clogged up system?</p> <p><i>Speaker:</i> Wilma Van Benthem, Program Manager, Alternative Dispute Resolution Program, Private Enterprise Partnership Southeast Europe, IFC Rema Hanna, New York University</p> <p><i>Discussants:</i> Gordana Alibasic, M&E Analyst, Private Enterprise Partnership Southeast Europe, IFC Navin Merchant, Program Manager, Alternative Dispute Resolution Program, Private Enterprise Partnership Middle East and North Africa, IFC</p> <p>This session will highlight the results of a recent evaluation of the Alternative Dispute Resolution program in Southeast Europe. The session will also address methodological issues in evaluating the project and the ongoing experimental design of the ADR program in Pakistan.</p> |
| 12.00-1.30 | Lunch |

WEDNESDAY, MARCH 7, AFTERNOON

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| 1:30–3:00 | <p>Closing the loop – Implementing changes at a broader programmatic level</p> <p><i>Speaker:</i> Chris Richards, General Manager, Program for Eastern Indonesia Small and Medium Enterprise Assistance, IFC Jesper Kjaer, General Manager, Private Enterprise Partnership Middle East and North Africa, IFC Eman Omran, SME Program Team Leader, CIDA</p> <p><i>Moderator:</i> Roland Michelitsch, Manager, Development Effectiveness, IFC</p> <p>This session will address the post-evaluation experience of incorporating lessons back into programs, the difficulties faced, and what could evaluations do better in order to better serve incorporating results into programs.</p> |
| 3:00–3:15 | Break |
| 3:15–4:45 | <p>Round Table: What have donors and other agencies learnt from recent evaluations?</p> <p><i>Speaker:</i> Jim Tanburn, The Donor Committee for Enterprise Development Sonia Franceski, MEPI Economic Pillar Manager, U.S. Department of State Sahar Nasr, Senior Financial Economist, MENA, World Bank Rashmi Kharbanda Schneider, Senior Operations Officer, SME Department Ahmed M. Elsadig, Economist, Islamic Development Bank</p> <p><i>Moderator:</i> Kamal Siblini, Senior M&E Officer, Private Enterprise Partnership Middle East and North Africa, IFC</p> <p>This session will address recent trends in evaluation, what has been evaluated, what has been the experience, and what has been learnt. The speakers will focus on what is considered as the important elements that donors and agencies look for in designing and learning from evaluations.</p> |
| 4:45–6:00 | <p>Wrap Up and Moving Forward</p> <p style="text-align: center;"><i>David Elliott</i>, Springfield Center, UK, Roland Michelitsch, Manager, Development Effectiveness, IFC Jim Tanburn, The Donor Committee for Enterprise Development</p> |
| 6:00–6:15 | Closing Remarks |
| 6:15 | Evaluation |