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Logical Framework for Project for Foreign Trade Training Center			
NARRATIVE SUMMARY	INDICATORS	MEANS OF VERIFICATION	IMPORTANT ASSUMPTIONS
<b>&lt;Overall Goal&gt;</b>			
Foreign Trade Training Center begins full-scale operation.	1 Staff allocation 2 Budget allocation 3 Approved operational plan	1 FITC record* 2 FITC record* 3 FITC record*	a Egyptian Government continues its commitment to export promotion. b Egyptian side takes necessary measures for FITC's full operation. c C/P will remain at FITC.
<b>&lt;Project Purpose&gt;</b>			
FITC will be ready for full-scale operation.	1 Draft operational plan 2 Draft budgetary plan 3 Draft personnel allocation plan 4 At least two training programs per year shall be implemented.	1 FITC record* 2 FITC record* 3 FITC record* 4 FITC record*	a Needs for trade-related training programs do not diminish. b Trial training programs receive a sufficient turnout.
<b>&lt;Outputs&gt;</b>			
1 Project operation unit is established	1-1 Allocation of Counterpart Personnel (C/P) and other administrative staff. 1-2 Budget allocation	1-1 FITC record 1-2 FITC record	a Training needs of private sector do not change drastically
2 Necessary machinery and equipment for technical training are provided, installed, operated and maintained properly.	2-1 List of equipment introduced 2-2 Maintenance records	2-1 Project record 2-2 FITC record	
3 Detailed information on training needs is obtained and analyzed.	3-1 Results of needs surveys 3-1-1 Number of companies covered 3-1-2 Size and sales volume of companies covered 3-1-3 Kinds of information needed 3-2 Analyses by FITC 3-3 Analyses by experts 3-4 Syllabuses of training programs	3-1 Reports on needs surveys 3-2 FITC record 3-3 Project record 3-4 FITC record	
4 Training programs are designed, executed and evaluated.	4-1 Results of training programs 4-1-1 Number of participants 4-1-2 Curricula 4-1-3 List of instructors 4-1-4 List of teaching materials used 4-1-5 Evaluation by participants and their employers 4-1-6 Analyses by FITC 4-2 Experts' evaluation	4-1 Reports on training programs 4-2 Project record	
5 Survey results and evaluations from training programs are interpreted into full-scale FITC operational plans.	5-1 Draft operational plan 5-2 Draft budgetary plan 5-3 Draft personnel allocation plan 5-4 List of instructors 5-5 List of teaching materials	5-1 FITC record* 5-2 FITC record* 5-3 FITC record* 5-4 FITC record* 5-5 FITC record*	
<b>&lt;Activities&gt;</b>			
1-1 Allocate staff as planned 1-2 Formulate plans of activities 1-3 Make budget plan and disburse properly	<b>&lt;Inputs&gt;</b> Egyptian side Japanese side		a. C/P will not leave their job.
2-1 Operate and maintain equipment properly	(1) Land, building, facilities and space for the Project activities (2) Allocation of C/P and administrative staff	(1) Dispatch of experts a. Long-term experts Chief advisor Trade training/Project coordinator	
3-1 Draw up terms of reference for needs survey 3-2 Carry out needs survey annually 3-3 Analyze survey results and identify training needs 3-4 Prepare syllabus for training programs 3-5 Identify necessary budget and manpower to run training programs	C/P 6 persons Administrative staff 7 persons *Total number of personnel will be up to 22 persons.	b. Short-term experts Appropriate number of short-term experts will be dispatched. (2) Training of Egyptian C/P in Japan	
4-1 Prepare detailed curricula for training programs 4-2 Find appropriate instructors 4-3 Prepare appropriate teaching materials 4-4 Advertise training programs 4-5 Conduct evaluations 4-6 Analyze evaluation results	(3) Local cost Necessary recurrent budget for the implementation of the Project	(3) Provision of machinery and equipment necessary for technical transfer from experts.	
5-1 Draft a comprehensive operational plan 5-2 Identify and draft budgetary and personnel plans 5-3 Prepare syllabuses of all training programs 5-4 Build a database of possible instructors 5-5 Create a list of training materials			<b>&lt;Pre-Conditions&gt;</b> a Government continues to support export promotion. b Private sector extends consistent support toward FITC.

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Plan of Operations (PO)

Calendar Year	2002				2003				2004		
Japanese Fiscal Year	2002				2003				2004		
	I	II	III	IV	I	II	III	IV	I	II	III
Term of Technical Cooperation	▼										
1. The Project operation unit is established.											
1-1 Allocate staff as planned.	●.....										
1-2 Formulate plans of activities.	●.....										
1-3 Make budget plan and disburse properly	●.....										
2. Necessary machinery and equipment are provided, installed, operated, and maintained properly.											
2-1 Operate and maintain equipment properly.	●.....										
3. Detailed information on training needs is obtained and analyzed.											
3-1 Draw up terms of reference for needs survey.	●.....										
3-2 Carry out needs survey annually	●.....										
3-3 Analyze survey results and identify training needs	●.....										
3-4 Prepare syllabuses for training programs	●.....										
3-5 Identify necessary budget and manpower to run training programs	●.....										
4. Training programs are designed, executed and evaluated.											
4-1 Prepare detailed curricula for training programs	<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;">                     ※Depends on training program schedule                 </div>										
4-2 Find appropriate instructors											
4-3 Prepare appropriate teaching materials											
4-4 Advertise training programs											
4-5 Conduct evaluations											
4-6 Analyze evaluation results											
5. Survey results and evaluations from training programs are interpreted into full scale FTTC operational plans.											
5-1 Draft a comprehensive operational plan	●.....										
5-2 Identify and draft budgetary and personnel plans	●.....										
5-3 Prepare syllabuses of all training programs	●.....										
5-4 Build a database of possible instructors	●.....										
5-5 Create a list of training materials	●.....										

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Technical Cooperation Program (TCP)

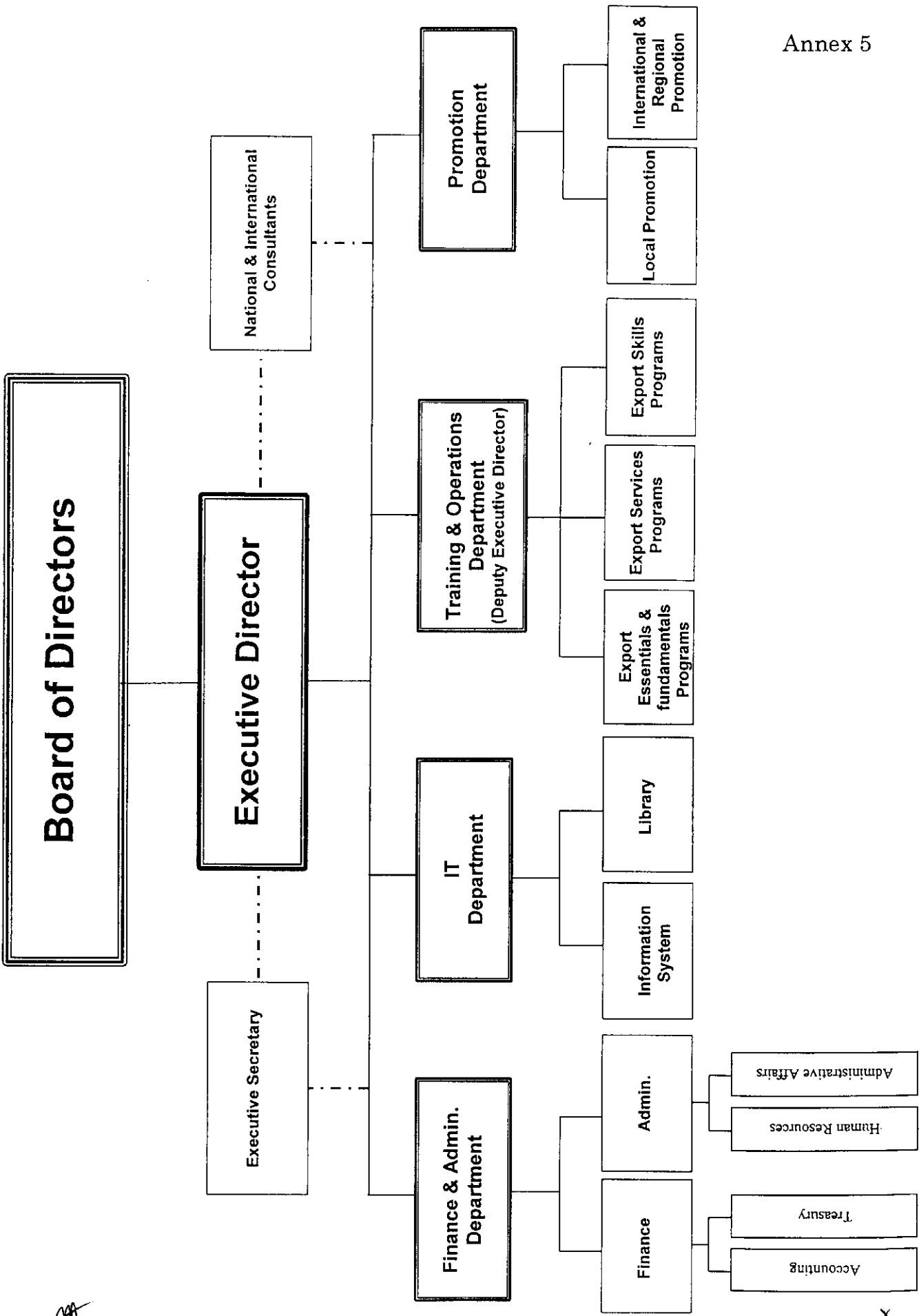
Calendar Year	2002				2003				2004		
Japanese Fiscal Year	2002				2003				2004		
	I	II	III	IV	I	II	III	IV	I	II	III
Term of Technical Cooperation	Signing of R/D: 										
Japanese side											
1. Preparation of Annual Operation Plan											
2. Conducting Needs Survey Annually	(1) Listing up target companies  (2) Drafting questionnaire  (3) Visiting companies  (4) Interviewing related organizations  (5) Analyzing survey results  (6) Preparing syllabuses of training programs 										
3. Designing Training Programs	(1) Drafting curricula (Needs analysis, lecture themes, course structure, duration, date, number of participants, etc)  (2) Recruiting instructors  (3) Deciding course fees (including fund-raising)  (4) Organizing supports from local communities 										
4. Advising Training Programs Management	(1) Promotion  (2) Recruiting participants  (3) Preparing training materials  (4) Preparations for starting training programs  (5) Preparing evaluation sheet 										
5. Analysing Evaluation Results											
6. Managing Resource Center	(1) Managing access to various trade-related information  (2) Managing library  (3) Designing and maintaining web site  (4) Building and maintaining database of training materials 										

×Depends on training program schedule

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Tentative Schedule of Implementation (TSI)

Calendar Year	2002				2003				2004		
Japanese Fiscal Year	2002				2003				2004		
	I	II	III	IV	I	II	III	IV	I	II	III
Term of Technical Cooperation	Signing of R/D! 										
Japanese side											
1. Dispatch of missions											
(1) Implementation Study	•••										
(2) Management Consultation					•••						
(3) Final Evaluation									•••		
2. Dispatch of long-term experts											
(1) Chief advisor	•	•	•	•	•	•	•	•	•	•	•
(2) Trade training/Project coordinator	•	•	•	•	•	•	•	•	•	•	•
3. Dispatch of short-term experts	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">                         Appropriate number of short-term experts will be dispatched.                     </div>										
4. Training of Egyptian C/P in Japan											
(1) Trade training	•••		•••		•••		•••		•••		
5. Provisions of Machinery and Equipment	•••••										
Egyptian side											
1. Preparation and maintenance of building and facilities	•	•	•	•	•	•	•	•	•	•	•
2. Allocation of C/P and administrative staff	•	•	•	•	•	•	•	•	•	•	•
3. Allocation of local cost	•	•	•	•	•	•	•	•	•	•	•



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As of March 2004

**FTTC Staff**

1. Dr. Said T. Harb , Executive Director
2. Dr. Ali El-Meligy , Senior Advisor (Advisor to the Minister for International Relations)
3. Ms. Mary Kamel , Executive Secretary

**Administrative & Financial Affairs Dept. (9)**

4. Mr. Osama Ali Ahmed , Manager
5. Mr. Wael Mahmoud , Accounting
6. Mr. Mohamed Ibrahim , Human Resources
7. Ms. Mona Ahmed Abdel Salam , Office Management
8. Mr. Kadry Farghali , Purchasing , Delivering
9. Mr. Mohamed Ahmed Bayoumi , Copying , tea and coffee
10. Mr. Galal Hanafy , Bus Driver
11. Ms. Hosnia Mahmoud , Cleaning
12. Ms. Reda Hassan , Cleaning
13. Mr. Adel Hanafy , Security

**Training & Operations Dept. (3)**

14. Dr. Mohamed Zakaria , Director (Deputy Executive Director)
15. Ms. Nancy Hathout , Skills Training
16. Mr. Basil Kondos , Support Services Training

**Promotion & Information Technology Dept. (3)**

17. Ms. Hala Gidamy , Information Technology Manager
18. Mr. Said El Khashab , Library
19. Ms. Asmaa Ashraf , Library

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**Expenses by the Japanese Side**

(Unit: Thousand yen)

Japanese Fiscal Year	2002	2003	Total
Dispatch of Experts	30,486	32,695	63,181
Acceptance of C/P in Japan	1,375	1,360	2,735
Provision of Machinery and Equipment	19,578	3,697	23,275
Dispatch of Study Team		2,952	2,952
Local Cost Support	2,597	9,216	11,813

Grand Total: 103,956

Note:

1. Expenses in Japanese Fiscal Year 2003 as of March.

2. The cost for preliminary survey and Final Evaluation Team is not included in the table above.

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## Expenses &amp; Revenues Statement

From 1/5/2001 To 30/6/2003 (Unit: Egyptian Pounds)

Inclosed #	Credit	Description	Inclosed #	Debit	Description
	25 997668	Training Courses Rev.		69 509944	Training Courses Expenses
	88 50429	Other Revenues		77 733790	General & Administration Ex.
	0 563166	Donations		16 77432	Depreciation
				51 290096	Surplus
	13 1611264			13 1611264	

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## General Expenses

From 1/ 5/2001 To 30/6/2003 (Unit: Egyptian Pounds)

#	Description	Amount
1	Salaries	476463
2	Cleaning Tools	11500.9
3	Tips	375
4	Building Maintenance	2409.51
5	Travel Allowance	35797.52
6	Telephone	7259.75
7	Board Meeting Allowance	19140
8	Stationary	10717.38
9	Reception	11862.21
10	Fees	1925
11	Other	2943.6
12	Transportation	3837
13	Bank Charge	1181.92
14	Bonous	1340
15	Maintenance Of Equipment	2893.93
16	Advertising	12570
17	Publishing	949.05
18	Auditing Fees	625
19	Building Rent	130000
	<b>Grand Total</b>	<b>733790.77</b>

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**Training Program Expenses**  
**From 1/ 5/2001 To 30/6/2003 (Unit: Egyptian Pounds)**

#	Description	Amount
1	Stationary	18403.91
2	Coffee Break	45842.38
3	Transportation	7448.5
4	Other	952
5	Advertising	19276
6	Books	17734
7	Tips	40
8	Instructors	166642.75
9	Bonous	2220
10	Rent	2250.4
11	Maintenance Of Equipment	3614.2
12	Rent Of Equipment	8316.3
13	Salaries	202254.25
14	Training Material	14950
	<b>Grand Total</b>	<b>509944.69</b>

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## Expenses &amp; Revenues Statement

From 1/7/2003 To 29/2/2004 (Unit: Egyptian Pounds)

Inclosed #	Credit	Description	Inclosed #	Debit	Description
	98 858276	Training Courses Rev.		1 541181	Training Courses Expenses
	95 11891	Other Revenues		11 314319	General & Administration Ex.
	50 26847	Donations		80 35202	Depreciation
				51 6313	Surplus
	43 897016			43 897016	

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## General Expenses

From 1/ 7/2003 To 29/2/2004 (Unit: Egyptian Pounds)

#	Description	Amount
1	Salaries	191333.4
2	Cleaning Tools	1126.35
3	Tips	174
4	Building Maintenance	235.25
5	Travel Allowance	8640
6	Telephone	10110
7	Board Meeting Allowance	4400
8	Stationary	6924.31
9	Reception	1394.65
10	Fees	1564
11	Other	308.45
12	Transportation	855
13	Bank Charge	950.35
14	Bonous	900
15	Maintenance Of Equipment	2326.5
16	Governmental Fees	415.35
17	Oils	131.5
18	Consulting	2240
19	Accomedation	290
20	Building Rent	80000
	<b>Grand Total</b>	<b>314319.11</b>

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**Training Program Expenses**  
**From 1/ 7/2003 To 29/2/2004 (Unit: Egyptian Pounds)**

#	Description	Amount
1	Stationary	4858.83
2	Coffee Break	14706.83
3	Transportation	30227.5
4	Other	35
5	Advertising	62443.4
6	Books	24565
7	Toefl	5021.75
8	Instructors	109465.5
9	Bonous	2675
10	Program Coordinator	24000
11	Academic Programs	179915
12	Oil	92.2
13	Maintenance Of Equipment	440
14	Rent Of Equipment	330
15	Salaries	78400
16	Coordination	3880
17	Training material	125
	<b>Grand Total</b>	<b>541181.01</b>

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Balance Sheet At 29/2/2004

Assets				Liabilities				
Inclosed #	Net Asset Cost	Depreciation	Asset Cost	Description	Inclosed #	Total	Partial	Description
78	74592	1	79	<u>Fixed Assets</u>				
		23813	98405	Fixed Purchased Assets			85	791031
28	497605	28	497605	Fixed Dedicated Assets			2	296410
0	183500	0	183500	Dedicated Cars		87		
86	116151	95	204973	Ex. Befor Strting Activities				
92	871849	96	984484	<u>Current Assets</u>				
		112634		Storage			50	160742
		162785		Debitors			0	150000
		63760		IN Advance Expensses			0	545000
		953		<u>Cash &amp; Bank</u>				
				Cash		50		
				Bank				
		843835						
45	1071334							
37	1943184					37		1943184

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# Balance Sheet At 30/6/2003

Assets				Liabilities				
Included #	Net Asset Cost	Depreciation	Asset Cost	Description	Included #	Total	Partial	Description
27	80869	2 15940	29 96809	<u>Fixed Assets</u> Fixed Purchased Assets			60 777119	Reserve Capital
28	497605		28 497605	Fixed Dedicated Assets			51 290096	Surplus
0	183500		0 183500	Dedicated Cars	11	1067216		
67	143481	14 61492	81 204973	Ex. Befor Starting Activities				
22	905456	16 77432	38 982888	<u>Current Assets</u>				<u>Current Liabilities</u>
				Storage			46 26656	Creditors
				Debitors			0 142000	Accrued Expenses
				IN Advance Expenses			0 98240	In Advance Revenue
				<u>Cash &amp; Bank</u>	46	266896		
				Cash				
				Bank				
35	428656							
57	1334112				57	1334112		

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## List of Machinery and Equipment

No.	Item	Qty	Note
1	<b>Computer and Software</b>		
1- 1	<b>for Computer Lab</b>		
1- 1- 1	Personal Computer (desktop type)	15	seminar at computer Lab
1- 1- 2	UPS	15	ditto
1- 1- 3	MS office XP Professional	15	ditto
1- 1- 4	Vaccine Software	15	ditto
1- 1- 5	Financial Software	15	ditto
1- 1- 6	Printer	1	ditto
1- 1- 7	ISDN Fax Modem (Router)	1	ditto
1- 1- 8	Swithing Hub(24port)	1	ditto
1- 2	<b>for education affair</b>		
1- 2- 1	Personal Computer (desktop type)	3	making/recording text
1- 2- 2	UPS	3	ditto
1- 2- 3	MS office XP Professional	3	ditto
1- 2- 4	Vaccine Software	3	ditto
1- 2- 5	Financial Software	3	ditto
1- 2- 6	Adobe Photoshop	3	ditto
1- 2- 7	Adobe illustrator	1	ditto
1- 2- 8	Printer	1	ditto
1- 2- 9	Color Printer	1	ditto
1- 2- 10	Flat Scanner	1	ditto
1- 2- 11	ISDN Fax Modem (Router)	1	ditto
1- 2- 12	Swithing Hub(24port)	1	ditto
1- 3	<b>for library or terrace</b>		
1- 3- 1	Personal Computer (desktop type)	2	information collection
1- 3- 2	UPS	2	ditto
1- 3- 3	Vaccine Software	2	ditto
1- 3- 4	ISDN Fax Modem (TA)	1	ditto
2	<b>Training Tools &amp; Devices</b>		
2- 1	Visual Presenter	2	presentation in classroom
2- 2	LCD Projector (Data Show)	2	ditto
2- 3	Personal Computer (notebook type)	2	ditto
2- 4	Portable Screen	2	ditto
2- 5	Video and TV Set	2	including carrier
2- 6	Slide Projector	1	ditto
2- 7	Overhead Projector	1	ditto
2- 8	Digital Video Camera	1	ditto
2- 9	Digital Still Camera	2	ditto
2- 10	Amplifier and Speaker System	1set	combined classroom
3	<b>Photocopying &amp; Printing Equipment</b>		
3- 1	Photocopier with document feeder and sorter	1	making text
3- 2	Color Laser Copier	1	ditto
3- 3	Automatic Binding System	1	combined classroom
4	<b>Vehicle</b>		
4- 1	Minivan	1	11 persons

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## List of Equipment, Machinery, Automobile and Books

Name of Equipment, Machinery, Automobile, Books	Make	Model	Amount	Quantity	Currency	Delivered	Condition
(Equipment, Machinery and Automobile)							
Copier	Canon	NP6241	10,312.50	1	US\$	05-Nov-02	Good
Color copier	Canon	CLG700	17,424.00	1	US\$	05-Nov-02	Good
Binding system	GBC	DOCUBIND P300	687.50	1	US\$	05-Nov-02	Good
Laser Jet Printer	Hewlett Packard	1200N	1,364.00	2	US\$	21-Nov-02	Good
UPS	MGE	Pulsar Ellipse 500	2,310.00	20	US\$	04-Nov-02	Good
Software	Microsoft	MS Office XP Pro	7,920.00	20	US\$	06-Nov-02	Good
Software to be loaded in PC	Microsoft	Office/Front page		16		06-Nov-02	
Software to be loaded in PC	Microsoft	Office/Publisher		4		06-Nov-02	
Toner for HP Laserjet 1200	HP		3,388.00	40	US\$	06-Nov-02	in use
Modem	3COM	3COM	1,039.50	3	US\$	06-Nov-02	Good
ISDN LAN Modem	NTI		330.00	3	US\$	06-Nov-02	Good
Super-Stack II Baseline Switch	3COM	24Port 10/100	1,133.00	2	US\$	06-Nov-02	Good
Printer HP Desk Jet 1220C	Hewlett Packard	1220C	423.50	1	US\$	06-Nov-02	Good
Scanner HP ScanJet 5490C	Hewlett Packard	5490C	456.50	1	US\$	06-Nov-02	Good
Ink Cartridge for HP1220(Black & Color)	Hewlett Packard		1,650.00	20	US\$	06-Nov-02	in use
Computer Deskpro Evo D310-PIV 1.8Ghz	Compaq	EvoD310-PIV	16,483.50	15	US\$	08-Jan-03	Good
Computer Deskpro Evo D310-PIV 1.8Ghz	Compaq	EvoD310-PIV	4,075.50	3	US\$	08-Jan-03	Good
Computer Deskpro Evo D310-PIV 1.8Ghz	Compaq	EvoD310-PIV	2,673.00	2	US\$	08-Jan-03	Good
Computer Deskpro Evo N800v-PIV 16Ghz	Compaq	EvoN800v-PIV	4,213.00	2	US\$	08-Jan-03	Good
Visual Presenter with Carrier	ELMO	EV2500 AF PAL	5,110.00	2	US\$	05-Nov-02	Good
LCD Projector	Sony	VPL-CX11	13,040.00	2	US\$	18-Nov-02	Good
Educator Screen	Dalite	180x180	360.00	2	US\$	19-Dec-02	Good
TV set	Sony	29FA30E	3,260.00	2	US\$	19-Dec-02	Good
Video Set	Sony	SLV-ED818ME	1,000.00	2	US\$	18-Nov-02	Good
Carrier for TV set	Sony		110.00	2	US\$	19-Dec-02	Good
Video Tape	Sony		6.00	2	US\$	19-Dec-02	Good
Slide Projector	ELMO	253AF	1,063.00	1	US\$	23-Oct-02	Good
Lamp for Slide Projector	ELMO		16.00	1	US\$	19-Dec-02	Good
Overhead Projector with extra lamp	KODAK	Standard 2	544.00	1	US\$	23-Oct-02	Good
Digital Video Camera	Sony	DGRPC115E	2,282.00	1	US\$	23-Oct-02	Good
Video Tape for Digital Video Camera	Sony		140.00	5	US\$	23-Oct-02	Good
Extra Battery for Digital Video Camera	Sony		284.00	2	US\$	23-Oct-02	Good
Digital Still Camera	Sony	DSC-S85	4,130.00	2	US\$	23-Oct-02	Good
Extra Battery for Digital Still Camera	Sony		282.00	2	US\$	19-Dec-02	Good
PeyerDynamic Conference System, consist of Control system	Peyer Dynamic	MCS50, MCS523,	1,957.00	1	US\$	28-Nov-02	Good
ditto	ditto	MCS523	359.00	1	US\$	28-Nov-02	Good
ditto	ditto	MCS521	3,370.00	10	US\$	28-Nov-02	Good
Library managing system ALIS system		ALIS	2,200.00	1	US\$	24-Mar-03	Good
Accounting Software	Peachtree	2002	1,629.00	3	US\$	03-Nov-02	Good
Software Photoshop	Adobe	Photoshop 7.0	2,085.00	3	US\$	23-Oct-02	Good

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Elements of accounting		ISBN0077093062		22.00	1	US\$	24-Mar-03	Good
Environmental management				6.40	2	US\$	26-Mar-03	Good
Essentials of marketing		ISBN0077098609		46.00	1	US\$	24-Mar-03	Good
Evaluating strategic performance best performance for				6.40	2	US\$	26-Mar-03	Good
Evaluating strategic performance for customer satisfaction				5.50	2	US\$	26-Mar-03	Good
Evaluating Strategic performance knowledge and norms				5.50	2	US\$	26-Mar-03	Good
Evaluating training process				6.40	2	US\$	26-Mar-03	Good
Exchange Rate Movement and Their Impact on Trade and		SN28935	MERIC	15.00	1	US\$	12-Mar-03	Good
Export Credit Insurance and Guarantee Schemes		SN27147	United Nations	64.52	1	US\$	12-Mar-03	Good
Export development of artisanal products		ISBN9211150205	United Nations	37.00	1	US\$	24-Mar-03	Good
Export Quality Management		SN28185	United Nations	64.52	1	US\$	09-Mar-03	Good
Export Quality Management		SN28185	United Nations	64.52	1	US\$	09-Mar-03	Good
FAO Trade Yearbook 1999		SN28887	Food & Agriculture	58.00	1	US\$	09-Mar-03	Good
Financial analysis tools and techniques		ISBN0071378340		55.00	1	US\$	24-Mar-03	Good
Financial Markets and Corporate Strategy		ISBN0071157611		26.00	1	US\$	24-Mar-03	Good
Financial markets and institutes		ISBN0324162618		57.00	1	US\$	24-Mar-03	Good
Financing and risk management		ISBN0071383786		60.00	1	US\$	24-Mar-03	Good
Forecasting Company Profits		SN28799	Woodhead Publishing	53.76	1	US\$	09-Mar-03	Good
Foreign Companies YearBook in Egypt2002/3		SN28338	Business Monitor	618.28	1	US\$	23-Mar-03	Good
Foreign Direct Investment in Emerging Market		SN28382	International	12.90	1	US\$	23-Mar-03	Good
Fruits of Progress		SN29148	World Resources	25.81	1	US\$	12-Mar-03	Good
Fundamentals of selling with CD		ISBN007112490x		51.00	1	US\$	24-Mar-03	Good
Global competitiveness report		ISBN0195138201		52.00	1	US\$	24-Mar-03	Good
Global Marketing		ISBN0073658634		33.00	1	US\$	24-Mar-03	Good
Global marketing		ISBN0071956673		38.00	1	US\$	24-Mar-03	Good
Guide to The WTO and Developing Countries		SN29037	World Trade	111.83	1	US\$	23-Mar-03	Good
Guidelines for Exporter of Fruits and Vegetables to the		SN27257		38.71	1	US\$	23-Mar-03	Good
Guidelines for Exporters of Flowers to the European Market		SN27257	Commonwealth	38.71	1	US\$	23-Mar-03	Good
Handbook for Trainers in International Purchasing and Supply		SN27392	United Nations	38.71	1	US\$	23-Mar-03	Good
Handbook for Trainers in Trade Promotion, Human Resource		SN27112	United Nations	38.71	1	US\$	23-Mar-03	Good
Handbook of World Mineral Trade Statistics		SN28372	United Nations	67.10	1	US\$	23-Mar-03	Good
HBR on marketing		ISBN1578518040		22.00	1	US\$	24-Mar-03	Good
How to be an effective trainer				9.10	2	US\$	26-Mar-03	Good
How to deal with sales art				6.70	2	US\$	26-Mar-03	Good
How to design your own advertising				10.40	2	US\$	26-Mar-03	Good
How to lead a winning team		ISBN0273645129		16.00	1	US\$	24-Mar-03	Good
How to manage a small scale enterprise				8.00	2	US\$	26-Mar-03	Good
How to start, manage and start a small scale enterprise				6.70	2	US\$	26-Mar-03	Good
How to think strategically				6.40	2	US\$	26-Mar-03	Good
Human resource management		ISBN0071123016		41.00	1	US\$	24-Mar-03	Good
IMF Direction of Trade Statistics		SN28211	International	677.42	1	US\$	23-Mar-03	Good
Industry as a Partner for Sustainable Development		SN29099	United Nations	25.81	1	US\$	23-Mar-03	Good
Information and Financial Management				3.70	2	US\$	26-Mar-03	Good
Innovation by design		ISBN0814406963		31.00	1	US\$	24-Mar-03	Good
International business		ISBN0071163409		26.00	1	US\$	24-Mar-03	Good
International financial market		ISBN0256130116		22.00	1	US\$	24-Mar-03	Good
International Trade by Commodity Statistics		SN28574	Turpin Distribution	197.20	1	US\$	27-Mar-03	Good

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International Trade Rules	United Nations	SN27633	38.71	1	US\$	09-Mar-03	Good
International Trade Statistics			93.00	1	US\$	23-Mar-03	Good
Internet marketing		ISBN0071124179	47.00	1	US\$	24-Mar-03	Good
Interpersonal skills at work, second edition		ISBN0415227755	82.00	1	US\$	24-Mar-03	Good
Lessening understanding what is behind the words			7.30	2	US\$	26-Mar-03	Good
Management 21c		ISBN0273639633	19.00	1	US\$	24-Mar-03	Good
Management and leadership as you think			6.40	2	US\$	26-Mar-03	Good
Management and leadership as you think			7.30	2	US\$	26-Mar-03	Good
Management and leadership positive interaction			8.20	2	US\$	26-Mar-03	Good
Management and tools			4.55	2	US\$	26-Mar-03	Good
Management art of crisis			6.40	2	US\$	26-Mar-03	Good
Management information systems		ISBN0071158111	26.00	1	US\$	24-Mar-03	Good
Management informations system		ISBN0072906111	26.00	1	US\$	24-Mar-03	Good
Management of sales force 11/E		ISBN0071198989	22.00	1	US\$	24-Mar-03	Good
Management of Training Center			6.40	2	US\$	26-Mar-03	Good
Managerial Practices			10.00	2	US\$	26-Mar-03	Good
Managerial accounting		ISBN0324182913	55.00	1	US\$	24-Mar-03	Good
Manager's Guide to avoid mistake			12.00	2	US\$	26-Mar-03	Good
Managing and planning training activities			6.40	2	US\$	26-Mar-03	Good
Managing export training		ISBN9211150140	57.00	1	US\$	24-Mar-03	Good
Managing human resources		ISBN0071123112	36.00	1	US\$	24-Mar-03	Good
Managing of Small Scale Enterprise			3.70	2	US\$	26-Mar-03	Good
Manuals for Small Industrial Business	United Nations	SN23021	26.88	1	US\$	09-Mar-03	Good
Market development fruits juice		ISBN9291370304	57.00	1	US\$	24-Mar-03	Good
Market development, fruit juice, A study of selected markets		ISBN929137038x	57.00	1	US\$	24-Mar-03	Good
Marketing management		ISBN0077092910	22.00	1	US\$	24-Mar-03	Good
Marketing professionals services		ISBN073520179x	48.00	1	US\$	24-Mar-03	Good
Marketing research		ISBN0071144188	22.00	1	US\$	24-Mar-03	Good
Marketing researach with data disk pack		ISBN0071195440	38.00	1	US\$	24-Mar-03	Good
Marketing strategy		ISBN0077098420	37.00	1	US\$	24-Mar-03	Good
Mistakes in Sells Sector			3.20	2	US\$	26-Mar-03	Good
Negotiating skills for manager		ISBN0071387579	16.00	1	US\$	24-Mar-03	Good
Negotiation			9.10	2	US\$	26-Mar-03	Good
New Development in Refrigeration for Food Safety and	American Society of	SN29017	64.52	1	US\$	09-Mar-03	Good
No Longer Business as Usual	Turpin Distribution	SN24836	53.76	1	US\$	09-Mar-03	Good
North American Market for Fresh Fruits and Vegetables	United Nations	SN27181	60.22	1	US\$	23-Mar-03	Good
Operational Research and Quality			37.00	2	US\$	26-Mar-03	Good
Organizational Behavior		ISBN0324170726	47.00	1	US\$	24-Mar-03	Good
Organizing Buyers-Sellers Meeting		SN25050	16.13	1	US\$	09-Mar-03	Good
Partner of manager and delegation			6.40	2	US\$	26-Mar-03	Good
Performance evaluation			6.40	2	US\$	26-Mar-03	Good
Planning and Marketing	London Institute for		3.70	2	US\$	26-Mar-03	Good
Preface to marketing management		ISBN007112425X	38.00	1	US\$	24-Mar-03	Good
Preparing and writing report			6.40	2	US\$	26-Mar-03	Good
Presentation skills for manager		ISBN0071379304	16.00	1	US\$	24-Mar-03	Good
Pricing, Making profitable decision		ISBN0071198601	34.00	1	US\$	24-Mar-03	Good
Principles and definition of training			7.30	2	US\$	26-Mar-03	Good

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Procurement of Works	The World Bank	SN29147	1	US\$	09-Mar-03	Good
Product and market development HPS groundnuts		ISBN9291371149	1	US\$	24-Mar-03	Good
Product and market Development, cut flowers		ISBN929137072x	1	US\$	24-Mar-03	Good
Project management		ISBN0071379525	1	US\$	24-Mar-03	Good
Project management step by step		ISBN0814407277	1	US\$	24-Mar-03	Good
Purchasing Power Parities and Real Expenditures	Turpin Distribution	SN28584	1	US\$	27-Mar-03	Good
Quick answers to small business questions		ISBN0273653261	1	US\$	24-Mar-03	Good
Quantification of Non-Tariff Measures	United Nations	SN29192	1	US\$	23-Mar-03	Good
Readings in International Business Negotiations	United Nations	SN27172	1	US\$	23-Mar-03	Good
Reshaping The World Trading System	World Trade	SN29038	1	US\$	23-Mar-03	Good
Risk management in emerging market		ISBN027365618x	1	US\$	24-Mar-03	Good
Secretariat			2	US\$	26-Mar-03	Good
Secrets for Finishing Sales process			2	US\$	26-Mar-03	Good
Selected Commercial Database for Trade Promotion	United Nations	SN27174	1	US\$	23-Mar-03	Good
Service marketing international edition		ISBN0072312211	1	US\$	24-Mar-03	Good
Services marketing		ISBN0071199144	1	US\$	24-Mar-03	Good
Setting Trading Policies			2	US\$	26-Mar-03	Good
Seven indicators that move markets		ISBN0071370137	1	US\$	24-Mar-03	Good
Small business management		ISBN032406554x	1	US\$	24-Mar-03	Good
Strategic management		ISBN0324116896	1	US\$	24-Mar-03	Good
Strategic management concepts cases		ISBN0071181393	1	US\$	24-Mar-03	Good
Strategic marketing		ISBN0071151613	1	US\$	24-Mar-03	Good
Strategic marketing management		ISBN0071372229	1	US\$	24-Mar-03	Good
Strategic planning for top manager			2	US\$	26-Mar-03	Good
Strategy process		ISBN1405100672	1	US\$	24-Mar-03	Good
Successful services Exporting	United Nations	SN28186	1	US\$	09-Mar-03	Good
Tariffs, Taxes and Electronic Commerce Revenue	United Nations	SN26728	1	US\$	23-Mar-03	Good
Taxation		ISBN1861525923	1	US\$	24-Mar-03	Good
Team Work for Problem and Solution			2	US\$	26-Mar-03	Good
Techniques of financial analysis		ISBN0071213201	1	US\$	24-Mar-03	Good
The African competitiveness report 2000/201		ISBN0195143043	1	US\$	24-Mar-03	Good
The big book of e-commerce answers		ISBN0273656287	1	US\$	24-Mar-03	Good
The competitive enterprises		ISBN0074711040	1	US\$	24-Mar-03	Good
The conflict management skills works		ISBN0814470920	1	US\$	24-Mar-03	Good
The financial systems and the economy		ISBN0324071825	1	US\$	24-Mar-03	Good
The fundamentals of risk management		ISBN0071386270	1	US\$	24-Mar-03	Good
The global business game		ISBN0324161832	1	US\$	24-Mar-03	Good
The SME and Export Development Company	United Nations	SN27397	1	US\$	23-Mar-03	Good
The SME and Informaton Technology	United Nations	SN25014	1	US\$	09-Mar-03	Good
Tools for effective trainer			2	US\$	26-Mar-03	Good
Total quality management		ISBN0324178719	1	US\$	24-Mar-03	Good
Tracking Progress: Implementing Sustainable Consumption	United Nations	SN29191	1	US\$	23-Mar-03	Good
Trade and Development Report 2002	United Nations	SN28173	1	US\$	09-Mar-03	Good
Trade and Environment	World Trade	SN29034	1	US\$	23-Mar-03	Good
Trade CAN2002	The World Bank	SN28826	1	US\$	23-Mar-03	Good
Trade support services Dried herbs and spices		ISBN9291371149	1	US\$	24-Mar-03	Good
Trade support services, Export quality management		ISBN929137088x	1	US\$	24-Mar-03	Good

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Trade, Development and the Environment	World Trade	SN29036	44.73	1	US\$	23-Mar-03	Good
Trading into the Future	United Nations	SN28857	32.26	1	US\$	23-Mar-03	Good
Training evaluation			14.60	2	US\$	26-Mar-03	Good
Training in Interpersonal Skills Tips for Managing People at	Personal Education	SN28161	49.03	1	US\$	09-Mar-03	Good
Training on distance			7.30	2	US\$	26-Mar-03	Good
Training planning and needs assessment			6.40	2	US\$	26-Mar-03	Good
Training process			7.30	2	US\$	26-Mar-03	Good
United Nations Correspondence Manual	United Nations	SN25190	10.75	1	US\$	09-Mar-03	Good
Using the Logical Framework for Sector Analysis and Product	Asian Development	SN27350	12.90	1	US\$	09-Mar-03	Good
What it should be for a businessman			7.30	2	US\$	26-Mar-03	Good
World Development Indicators 2002	The World Bank	SN28299	64.00	1	US\$	12-Mar-03	Good
World Development Report 2003	The World Bank	SN28929	11.18	1	US\$	12-Mar-03	Good
World Directory Of Industrial Information Sources	United Nations	SN29197	64.52	1	US\$	09-Mar-03	Good
World Economic Outlook Package	International	SN29169	495.27	1	US\$	23-Mar-03	Good
World economic outlook, Recession and recoveries		ISBN1589061071	59.00	1	US\$	24-Mar-03	Good
World investment report 2002 Transnational corporation &		ISBN9211125510	67.00	1	US\$	24-Mar-03	Good
World Market for Organic Fruits and Vegetables	United Nations	SN27241	33.55	1	US\$	23-Mar-03	Good
WTO Agreement	World Trade	SN29029	860.22	1	US\$	23-Mar-03	Good
WTO guide GATT law and practice		ISBN9287011818	220.00	1	US\$	24-Mar-03	Good
Dictionary for Terminology Administration			33.60	1	LE	26-Sep-03	Good
York Dictionary of Accounting	York Press		57.60	1	LE	26-Sep-03	Good
York Dictionary of Banking & Finance	York Press		57.60	1	LE	26-Sep-03	Good
York Dictionary of Business	York Press		57.60	1	LE	26-Sep-03	Good
Management	York Press		57.60	1	LE	26-Sep-03	Good
York Dictionary of Information Technology	York Press		57.60	1	LE	26-Sep-03	Good
York Dictionary of Marketing	York Press		57.60	1	LE	26-Sep-03	Good
Small Business Management : An Entrepreneurs Guidebook	McGraw-Hill		154.00	1	LE	26-Sep-03	Good
Accounting and Finance for Non-Specialist+Market Based Management	Prentice Hall International		132.00	1	LE	26-Sep-03	Good
Analysis for Market Planning 5th ED	McGraw-Hill		132.00	1	LE	26-Sep-03	Good
International Marketing	McGraw-Hill		132.00	1	LE	26-Sep-03	Good
Dictionary for Economy and Commerce(English/Arabic)	Dictionary		62.40	1	LE	26-Sep-03	Good
Dictionary for Economy and Commerce(Arabic/English)	Encyclopedia						
Model Business Letters	Dictionary		76.80	1	LE	26-Sep-03	Good
Financial Accounting	Encyclopedia		48.00	1	LE	26-Sep-03	Good
	Ghartsaid		148.50	1	LE	26-Sep-03	Good
	Pearson						
Oxford Dictionary of Business	Oxford University Press		40.50	1	US\$	26-Sep-03	Good
Financial Accounting 4th Ed Walter T. Harrison Jr. and Charles T. Horngren - Prentice-Hall Inc.	Prentice Hall International		37.50	1	US\$	26-Sep-03	Good
Management Accounting 3rd Ed Anthony A. Atkinson, Rajiv D. Banker, Robert S. Kaplan and S. Mark Young	Prentice Hall International		39.60	1	US\$	26-Sep-03	Good

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Management Accounting 3rd Ed Anthony A. Atkinson, Rajiv D. Banker, Robert S. Kaplan and S. Mark Young	Prentice Hall International		39.60	1	US\$	26-Sep-03	Good
Effective Small Business Management	Prentice Hall International		56.10	1	US\$	26-Sep-03	Good
HBS on Culture and Change	HBS		23.95	1	US\$	26-Sep-03	Good
Business Information Systems: Analysis, Design and Practice	Financial Times		49.50	1	US\$	26-Sep-03	Good
Doing Business Internationally	McGraw-Hill		32.95	1	US\$	26-Sep-03	Good
Architectures for E-Business Systems: Building, Found, for tomorrow's Success	Auerbach Publishers		83.95	1	US\$	26-Sep-03	Good
Basic Business Statistics: Concepts & Applications Software	Prentice Hall International		34.10	1	US\$	26-Sep-03	Good
International Marketing and Export Management	Financial Times		28.60	1	US\$	26-Sep-03	Good
Marketing Channels: A relationship Management Approach	McGraw-Hill		31.50	1	US\$	26-Sep-03	Good
Understanding and Designing Marketing Research	Thomson Learning		54.60	1	US\$	26-Sep-03	Good
Business Communication	Thomson		70.10	1	US\$	26-Sep-03	Good
E-Commerce Economics	Thomson		57.60	1	US\$	26-Sep-03	Good
Employee Training and Development	McGraw-Hill		28.10	1	US\$	26-Sep-03	Good
Acceptable Quality Standards in the Leather and Footwear Industry Dec 95	UN		30.00	1	US\$	26-Sep-03	Good
Automotive Industry Trends & Prospects for Investment in Developing Countries - Jan 90	The World Bank		7.33	1	US\$	26-Sep-03	Good
Greening Industry: New Role for Communities, Markets and Governments	The World Bank		23.33	1	US\$	26-Sep-03	Good
Quality Control of Packaging in the Pharmaceutical Industry	Dekker, IBS		138.50	1	US\$	26-Sep-03	Good
Major Markets For Cotton T-Shirts: A Survey of International Trends in Production and Trade - Technical	UN		30.00	1	US\$	26-Sep-03	Good
Negotiating Skills for Managers-A B	McGraw-Hill		16.50	1	US\$	26-Sep-03	Good
New Product Development	AMACOM		36.50	1	US\$	26-Sep-03	Good
Presentation Skills for Managers	McGraw-Hill		16.50	1	US\$	26-Sep-03	Good
The Fifth Discipline Field book: Strategies and Tools for Building a Learning Organization	Peter M. Senge		294	1	LE	26-Sep-03	Good
Financial Accounting 10th Ed - Meigs F. Robert Jan R. Williams, Susan F. Haka Mark S. Bettner - McGraw-Hill, 200	Prentice Hall International		217	1	LE	26-Sep-03	Good
The Power of Corporate Communication: The Voice & Image of your Business	McGraw-Hill		270	1	LE	26-Sep-03	Good
Appropriate Food Packaging: Materials & Methods for small Business	ITDG Publishing		329	1	LE	26-Sep-03	Good
Business to Business Marketing	South-Western Publishing		290	1	LE	26-Sep-03	Good

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Business Ethics	Wadsworth Publications				1	LE	26-Sep-03	Good
Cost Accounting	Thomson				1	LE	26-Sep-03	Good
How to Write Proposals & Reports	Pearson				1	LE	26-Sep-03	Good
Quick Answers to Web Marketing Questions	Thomson				1	LE	26-Sep-03	Good
Applying TQM Product Design and Development (Q&R/46) HC	Marcel Dekker Inc.				1	LE	26-Sep-03	Good
Creating and Dominating New Markets	McGraw-Hill				1	LE	26-Sep-03	Good
Building an E-Business from the Ground Up	McGraw-Hill				1	LE	26-Sep-03	Good
How to Write Proposals & Reports	Prentice Hall International				1	LE	26-Sep-03	Good
Negotiation 3 / E					1	LE	26-Sep-03	Good
Information Quality Assurance - ISE					1	LE	26-Sep-03	Good
Seven Habits Of Highly Effective People	Simon & Schuster				1	LE	26-Sep-03	Good
Advanced Methods of Marketing Research	Blackwell				1	LE	26-Sep-03	Good
Business @ the Speed of Thought					1	LE	26-Sep-03	Good

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**JICA/FTTC**

**Maintenance  
Record  
for  
Equipment and  
Machinery**

Maintenance Record

Month/Date/Year	
Item Name	
Property No.	
Symptom	
Details of Repair-work	
Repaired by	
Cost of Repair	
Remark	

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# Suppliers' List

## 1; Engineering and Trading Co

31 El Shahid Abd Al Moneim Hafez, Heliopolis, Cairo

Tel; 02-290-9141, 290-6265, Fax 290-8595

Adel Hanna, President

Michael Zaki, General Sales Manager/

Girgis Fahim, Branch Manager

68H, El Laselky St., New Maadi, Cairo

Tel; 02-520-1607/8, Fax 520-1608

Abd Allah B Elhag, Sales executive(mobile 012-745-7366)

## 2; Information Systems

15, El-Nesr St., Mohandeseen, Cairo

Tel; 010-164-8811, 012-216-5267

Ashraf Zayed, Managing Director

## 3; Compu Serve

9, Meriet St., El Tahrir Sq., Cairo

Tel; 02-574-1866, 574-1917 Fax 02-574-1917

24, Gamal Salem St. Dokki, Cairo

Tel; 02-338-6591, 336-2685 Fax; 02-574-1917

Khalid Nour El Din, Managing Director

Amer Shawky Marketing & Sales Manager

## Maintenance History

For Maintenance Recorded Between: 02/01/2002 and 15/03/2004

Asset ID	Description	Date	Performed by	Description	Date Installed	Cost
<i>1 B&amp;W Copier with feeder &amp; sorter</i>						
		10/11/2002	ETCO - Eng. Amir Alfred	Installation without feeder or sorter	10/11/2002	
		14/11/2002	ETCO - Eng. Amir Alfred	Installation of temporary feeder & sorter		
		18/11/2002	ETCO - Eng. Amir Alfred	Removing jammed paper & adjustment		
		24/12/2002	ETCO - Eng. Amir Alfred	R.D.F installation & Copier check [Counter = 12898]		
		26/02/2003	ETCO - Eng. Amir Alfred	Regular service [Counter = 106576]		
		31/03/2003	ETCO - Eng. Amir Alfred	Regular service [Counter = 116545]		
		24/06/2003	ETCO - Eng. Amir Alfred	Regular service & Stapler Install		
		15/07/2003	ETCO - Eng. Amir Alfred	Regular Service		
		20/08/2003	ETCO - Eng. Amir Alfred	Regular Service		
		24/09/2003	ETCO - Eng. Amir Alfred	Regular Service & Stapler adjustment [Counter = 165060]		
		29/10/2003	ETCO - Eng. Amir Alfred	Regular Service [Counter = 170952]		
		08/12/2003	ETCO - Eng. Amir Alfred	Regular Service & Toner Cleaning [Counter = 177565]		
		20/01/2004	ETCO - Eng. Amir Alfred	Regular Service		
		25/02/2004	ETCO - Eng. Amir Alfred	Regular Service [Counter = 220990]		
<i>2 Color laser copier with printer board</i>						
		21/01/2003	ETCO - Eng. Mohsen Adly	Installation without printer board [Counter = 15]	21/01/2003	
		27/02/2003	ETCO - Eng. Aiman	Printer board installation [Counter = 69]		
		06/05/2003	ETCO - Eng. Aiman & Amir	Copier check [Counter = 289]		

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<i>Asset ID</i>	<i>Description</i>	<i>Date</i>	<i>Performed by</i>	<i>Description</i>	<i>Cost</i>
		25/06/2003	ETCO - Eng. Amir Maher	Redownloading Software [Computer was changed for management reasons]	
		31/07/2003	ETCO - Eng. Amir Maher	Software reinstallation [Counter = 575]	
		24/09/2003	ETCO - Eng. Amir Maher	Changing Password & Regular Check [Counter = 700]	
		21/10/2003	ETCO - Eng. Aiman	A3 Cassette adjustment [Counter = 920]	
		11/12/2003	ETCO - Eng. Aiman	Copier check & Blue color needs adjustment [Counter = 1473]	
		22/12/2003	ETCO - Eng. Aiman	Driver check for color adjustment	
		25/01/2004	ETCO - Eng. Aiman	Regular Check [Counter = 1989]	
<b>33</b>	<b>Desk-top Computer</b>			<i>Date Installed</i> <i>05/01/2003</i>	
		28/12/2003	CompuServe - Eng. Abdel Rahman	Switch on/off Button dust remove	
<b>41</b>	<b>Desk-top Computer</b>			<i>Date Installed</i> <i>05/01/2003</i>	
		13/08/2003	Eng. Abdel Rahman - Compu Serve	Removing MS Blast Virus	110.00
<b>42</b>	<b>Desk-top Computer</b>			<i>Date Installed</i> <i>05/01/2003</i>	
		13/08/2003	Eng. Abdel Rahman - Compu Serve	Removing MS Blast viruses	110.00
		28/12/2003	Eng. Abdel Rahman - Compu Serve	PC was too slow - removed CMEsystem.exe	
<b>43</b>	<b>Desk-top Computer</b>			<i>Date Installed</i> <i>05/01/2003</i>	
		13/08/2003	Eng. Abdel Rahman	Removing MS Blast Virus	110.00

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<i>Asset ID</i>	<i>Description</i>	<i>Date</i>	<i>Performed by</i>	<i>Description</i>	<i>Date Installed</i>	<i>Cost</i>
44	Desk-top Computer					
		13/08/2003	Eng. Abdel Rahman - Compu Serve	Removing MS Blast Virus	05/01/2003	110.00
		28/12/2003	Eng. Abdel Rahman - Compu Serve	PC Was too slow - Removed CMEsystem.exe		
		05/01/2004	Eng. Abdel Rahman - Compu Serve	Hard Disk formatting and partition (C & D Drives) windows reinstalling		577.50
70	Switch Port					
		14/01/2003		Installation & setup for all work stations	06/11/2002	
71	Switch Port					
		14/01/2003	Compu Serve - Technician Mohamed	Installation & setup for all work stations	06/11/2002	
72	ISDN LAN Modem					
		04/06/2003	Eng. Abdel Rahman - Compu Serve	Adjustment for 2 LAN Modem and checking for PCs to be connected to the net	06/11/2002	
74	ISDN LAN Modem					
		23/09/2003	Eng. Abdel Rahman - CompuServe	Changing IP for ISDN Modem as some computers were not able to go online	06/11/2002	
77	NTI for ISDN Modem					
		10/03/2003	CompuServe - Eng. Osama	No signal for attached line, uninstalled and sent back to supplier	14/11/2002	
		19/03/2003	CompuServe - Eng. Osama	Re-installing new NT1		
		05/05/2003	CompuServe - Eng. Abdel Rahman	No signal for attached line, uninstalled and return to supplier		

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<i>Asset ID</i>	<i>Description</i>	<i>Date</i>	<i>Performed by</i>	<i>Description</i>	<i>Cost</i>
		19/06/2003	CompuServe - Eng. Osama	Re-installing new NT1	
<i>162</i>	<i>Desk-top Computer</i>			<i>Date Installed</i> 30/01/2002	
		23/09/2003	Eng. Abdel Rahman - Compu Serve	Changing Network Card (We used the one of Library and a new one was purchased for Library)	
<i>166</i>	<i>Desk-top Computer</i>			<i>Date Installed</i> 30/01/2002	
		29/09/2003	Hala Gidamy	A new network card was installed instead of the substitution that occurred with Caroline computer	
<i>Grand</i>					<i>1,017.50</i>

STH



## Japanese Experts

Expert	Major Activities (Fields of technology to be transferred)
One Long-term expert as Chief Advisor	<ol style="list-style-type: none"> <li>1. Preparation of Annual Operation Plan</li> <li>2. Conducting Follow-up Survey/Needs Survey               <ol style="list-style-type: none"> <li>(1) Listing up target companies</li> <li>(2) Drafting questionnaire</li> <li>(3) Visiting companies</li> <li>(4) Interviewing related organizations</li> <li>(5) Analyzing survey results</li> </ol> </li> <li>3. Designing Training Programs               <ol style="list-style-type: none"> <li>(1) Producing FTTC Roadmap, Trade Training Modules, Course Profiles Curricula and Syllabus</li> <li>(2) Recruiting instructors</li> <li>(3) Producing Training Material (QES course)</li> <li>(4) Organizing communities (Japanese Businessmen Club)</li> </ol> </li> <li>4. Managing Training Programs</li> </ol>
One long-term expert as Project Coordinator/ Trade Training Expert	<ol style="list-style-type: none"> <li>(1) Promotion</li> <li>(2) Recruiting participants</li> <li>(3) Preparing training materials</li> <li>(4) Preparations for starting training courses</li> <li>(5) Preparing evaluation sheet</li> <li>5. Analyzing Evaluation Results</li> <li>6. Managing Resource Center               <ol style="list-style-type: none"> <li>(1) Managing access to trade-related information (Trade Map)</li> <li>(2) Managing library</li> <li>(3) Procurement and Delivery of Equipment/books</li> <li>(4) Building and maintaining database of training materials</li> </ol> </li> <li>7. Dispatch of C/P to Japan/Indonesia</li> </ol>
Several short-term experts	<ol style="list-style-type: none"> <li>1. Training trainers, Making syllabus and teaching materials (The same items as of No. 3(2), No. 4(3), No. 6(4) by long-term experts)               <ol style="list-style-type: none"> <li>(1) Web-Marketing: Mr. N. Motoshima (Jan.-Feb., 2003)</li> <li>(2) Export Risk Management: Mr. K. Igayama (Mar., 2003)</li> <li>(3) Participating Trade Fairs: Mr. Y. Iwasaki (Jun., 2003)</li> <li>(4) Web-Marketing (follow-up): Mr. N. Motoshima (July, 2003)</li> <li>(5) Export Risk Management(follow-up): Mr. K. Igayama (Dec., 2003)</li> </ol> </li> <li>2. Transfer expertise and knowledge               <ol style="list-style-type: none"> <li>(1) Management of Training courses: Mr. R. Asano (Mar., 2004)</li> </ol> </li> </ol>

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ST 17

Nov. 19, 2002

Tentative Schedule for Egyptian Counterpart Training  
(Dr. Said Taalat Harb and Dr. Mohamed Zakaria)

- Dec. 7(Sat.) A.M. Leave Cairo for Tokyo
- 8(Sun.) A.M. Arrive at Tokyo (Narita)
- 9 (Mon.) A.M. Visit JICA Head Office for orientation (Courtesy visit & Meeting with staff in charge)
- P.M. Visit the Ministry of Foreign Affairs(MOFA), the Ministry of Economy, Trade & Industry(METI) and Economic Affairs Dept. of the Embassy of Egypt (<http://www.embassy-avenue.jp/egypt/index.htm>)
- 10(Tue.) A.M. Visit JETRO Head Office (Courtesy visit & explaining its activities, JETRO on-line training course of foreign trade)
- P.M. Visit JETRO facilities (Business Library, Business Support Center, Exhibition room for Products of Developing Countries, etc.)
- 11(Wed.) A.M. Visit the College of Small & Medium Enterprises (<http://inst.jasmec.go.jp/jimukyoku/english.html>)
- P.M. Visit the SANNO Institute of Management(Management Development Division) (<http://www.hj.sanno.ac.jp/>(Japanese only))
- 12(Thu.) A.M. Visit the Japan Cooperation Center for the Middle East (JCCMA) (<http://www.jccme.or.jp/english/main/main.html>)
- P.M. Meeting with the member of Egyptian Project Supporting Committee (1)(Overall exchange views)
- 13(Fri.) A.M. Visit the Association of Overseas Technical Study (AOTS) (<http://www.aots.or.jp>)
- P.M. Visit the Tokyo Chamber of Commerce and Industry (<http://www.tokyo-cci.or.jp/english/index.htm>)
- 14(Sat.) A.M. Visit the Distribution Center etc. in Tokyo
- P.M.
- 15(Sun.) Free
- 16(Mon.) A.M. Meeting with the member of Egyptian Project Supporting Committee

(2)(Exchange view on how to make a training materials)

P.M. Evaluation meeting of JICA

17(Tue.) A.M. Leave Tokyo for Jakarta

P.M. Arrive at Jakarta

18(Wed.) A.M. Visit the Indonesian Export Training Center (IETC) for technical exchange

P.M. Program in Jakarta (JICA, NAFED etc.)

19(Thu.) A.M. Visit the Indonesian Export Training Center (IETC) for technical exchange

P.M. Program in Jakarta(JICA, NAFED etc.)

20(Fri.) A.M. Visit the Indonesian Export Training Center (IETC) for technical exchange

P.M. Program in Jakarta (JICA, NAFED etc.)

21(Sat.) A.M.

P.M. Leave Jakarta for Cairo

22(Sun.) Arrive at Cairo

AM

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Date	Day	FTTC Staff Ms. Hala Gidamy	Place/Attendent from JETRO	Address of Training Places /Nearest Stations	Contact Person/Phone Number
8-Jul	Tue AM	6:15 Arrival in Japan (JAL718)			
9-Jul	Wed AM	10:00-12:00 Briefing	Tokyo International Centre(TIC)	49-5, Nishihara 2-chome, Shibuya- ku, Tokyo /Keio Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9198
	PM	13:00-15:00 Program Orientation 16:00-17:00 Visit to JETRO	Koitabashi, Ms. Maeda	49-5, Nishihara 3-chome, Shibuya- ku, Tokyo /Keio-Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9199
10-Jul	Thu AM	10:00-12:00 Lecture 1 "Outline of Seminar Planning & Operation"	The Sanno Institute of Management /	Sanno Seminar Room, 2-4- 1Shibako, Minato-ku, Tokyo/JRYamanote-Line,	The Sanno Institute of Management, Mr. ASANO/3704- 9602
	PM	13:00-17:00 Observation of Administrative Operation at Training Center (incl. Database System)	The Sanno Institute of Management /	Sanno Seminar Room, 2-4- 2Shibako, Minato-ku, Tokyo/JRYamanote-Line,	The Sanno Institute of Management, Mr. ASANO/3704- 9602
11-Jul	Fri AM	10:00-12:00 E-Learning in Continuing Education	The Sanno Institute of Management	6-39-15 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
	PM	13:00-17:00 Observation & Examination of Database System in Preparation	The Sanno Institute of Management	6-39-16 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
12-Jul	Sat	Review of the training & Writing Report			
13-Jul	Sun				
14-Jul	Mon AM	10:00-12:00 Observation of Publication Search System at Library	The Sanno Institute of Management	6-39-16 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
	PM	13:00-17:00 Observation of Marketing Method (Pamphlets, Website for Training Courses Promotion)	The Sanno Institute of Management	6-39-17 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
15-Jul	Tue AM				
	PM	Transfer (Tokyo13:16→14:55Fukushima):Visit to Fukushima Prefecture Commerce Office Transfer(Fukushima16:45→17:01Koriyama) :Visit to Trade Training Program at Koriyama School of Economy	Fukushima Prefecture Commerce Office, Koriyama School of Economy/Mr.Koitab ashi, Ms. Tsujimoto	Fukushima Prefecture Office:2-16 Sugitsuma-cho, Fukushima City/JR Tohoku-Shinkansen, Fukushima stn., Koriyama School of Economy: 2-3-5 Haga Koriyama City/JR Tohoku- Shinkansen, Koriyama stn.	Chief Director JETRO Fukushima, Ms. NAKAGAWA, Assistant Director Ms. Tsujimoto/042-947- 9800

Ms Gidamy

3715

16-Jul	Wed	AM	Transfer (Koriyama 13:01 → 14:24 Tokyo)				JETRO Economic Development Assistance Dept. Advisor Mr. Koitabashi/3582-5187(3910)
		PM	15:30-16:30 Training at JETRO "Trade Training"	JETRO/	7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		Planning and Coordination Dept. Director, IT Promotion Div. Mr. MORI/3582-5214(2440)
17-Jul	Thu	AM	10:00-12:00 Training at JETRO "Computerization"	JETRO/	7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		Planning and Coordination Dept. Director, Information System Div. Mr. SAITO/3584-6016(6120)
		PM	13:00-15:00 Training at JETRO "Network System"	JETRO	Akasaka Twin Tower 3rd Floor, 2-17-22 Akasaka, Minato-ku, Tokyo		Information Services Dept. Internet Services Div. Mr. Kojima/3582-5163(5065)
18-Jul	Fri	AM	10:00-12:00 Training at JETRO "E-Learning"	JETRO	6th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		Mitsui & Co., Ltd. Public Relations Dept. Ms. Yasumoto/3285-7596
		PM	13:00-14:00 Visit to Training Center at Trading Company (Mitsui & Co., Ltd.) 15:00-17:00 Training at JETRO "Library Management"	Mitsui & Co., Ltd./ JETRO/	Space No. c-26, 22nd Floor, 1-2-1 Otemachi, Chiyoda-ku, Tokyo/Eidan Otemachi str. Exit C5 7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		JETRO Library, Deputy Director, Business Library Div. Ms. Asanuma/3582-1775(5805)
19-Jul	Sat		Review of the training & Writing Report				
20-Jul	Sun						
21-Jul	Mon						
22-Jul	Tue	AM	10:00-12:00 Training at JETRO "Library Publication Search System"	JETRO	6th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		JETRO Library, Deputy Director, Business Library Div. Ms. Asanuma/3582-1775(5805)
		PM	13:00-17:00 Training at JETRO "Library Publication Search System"	JETRO	6th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		JETRO Library, Deputy Director, Business Library Div. Ms. Asanuma/3582-1775(5806)
23-Jul	Wed	AM	10:00-12:00 Training at JETRO "Library Publication Search System"	JETRO	6th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo		JETRO Library, Deputy Director, Business Library Div. Ms. Asanuma/3582-1775(5807)
		PM	13:00-16:00 Overall Review, Hearing Evaluation Meeting	Koitabashi, Ms. Maeda	49-5, Nishihara 2-chome, Shibuya-ku, Tokyo /Keio Line, Hatagaya stn.		TIC, Second Programme Division, Mr. ENOMOTO/3485-9198
24-Jul	Thu	AM	18:20 Departure from Japan (JL-707)				

Ms Gidamy

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Date	Day	Time/Training Ms. Nancy Hathout	Place/Attendant from JETRO	Address of Training Places /Nearest Stations	Contact Person/Phone Number
8-Jul	Tue	AM 6:15 Arrival in Japan (JAL718)			
9-Jul	Wed	AM 10:00-12:00 Briefing	Tokyo International Centre(TIC)	49-5, Nishihara 2-chome, Shibuya-ku, Tokyo /Keio Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9198
		PM 13:00-15:00 Program Orientation 16:00-17:00 Visit to JETRO	Koitabashi, Ms. Maeda JETRO/ditto	49-5, Nishihara 3-chome, Shibuya-ku, Tokyo /Keio-Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9199
10-Jul	Thu	AM 10:00-12:00 Lecture 1 "Outline of Seminar Planning & Operation"	The Sanno Institute of Management /	Sanno Seminar Room, 2-4-1 Shibakoen, Minato-ku, Tokyo/JRYamanote-Line, Hamamatsucho stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
		PM 13:00-17:00 Observation of Administrative Operation at Training Center (incl. Database System)	The Sanno Institute of Management /	Sanno Seminar Room, 2-4-2 Shibakoen, Minato-ku, Tokyo/JRYamanote-Line, Hamamatsucho stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
11-Jul	Fri	AM 10:00-12:00 Lecture 2 "Basic Seminar Operation Theory & Method"	The Sanno Institute of Management /	6-39-15 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
		PM 13:00-17:00 Lecture 3 "Planning, Implementation, Assessment of Training"	The Sanno Institute of Management/	6-39-16 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
12-Jul	Sat	Review of the training & Writing Report			
13-Jul	Sun				
14-Jul	Mon	AM 10:00-12:00 Lecture 4 "Method of Trainer's Training"	The Sanno Institute of Management	6-39-16 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9602
		PM 13:00-17:00 Observation of Marketing Method (Pamphlets, Website for Training Courses Promotion)	The Sanno Institute of Management	6-39-17 Todoroki, Setagaya-ku, Tokyo/Toyoko-line, Jiyugaoka stn.	The Sanno Institute of Management, Mr. ASANO/3704- 9603
15-Jul	Tue	AM			
		Transfer (Tokyo 13:16→14:55Fukushima):Visit to Fukushima Prefecture Commerce Office Transfer(Fukushima 16:45→17:01Koriyam a):Visit to Trade Training Program at Koriyama School of Economy	Fukushima Prefecture Commerce Office, Koriyama School of Economy/Mr.Koitaba shi, Ms. Tsujimoto	Fukushima Prefecture Office:2-16 Sugitsuma-cho, Fukushima City/JR Tohoku-Shinkansen, Fukushima stn., Koriyama School of Economy: 2-3-5 Haga Koriyama City/JR Tohoku- Shinkansen, Koriyama stn.	Chief Director JETRO Fukushima, Ms. NAKAGAWA, Assistant Director Ms. Tsujimoto/042-947- 9800

Ms.Hathout

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16-Jul	Wed	AM	Transfer (Koriyama13:01 → 14:24Tokyo)						
		PM	15:30-16:30 Training at JETRO "Trade Training"	JETRO/	7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo	JETRO Economic Development Assistance Dept. Advisor Mr. Koitabashi/3582-5187(3910)			
17-Jul	Thu	AM	10:00-12:00 Training at JETRO "Computerization"	JETRO/	7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo	Planning and Coordination Dept. Director, IT Promotion Div. Mr. MORI/3582-5214(2440)			
		PM	14:00-16:00 Training at The Association For Overseas Technical Scholarship (AOTS) "Training Program Operation"	AOTS/Mr. Kamo	1-30-1 Senju-Higashi, Adachi-ku, Tokyo/Chiyoda-Line, JE Joban-Line, Kitasenju stn.	General Manager, Training Administration Div. Mr. Kawai/3888-8254			
18-Jul	Fri	AM	10:00-12:00 Training at JETRO "E-Learning"	JETRO	6th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo	Information Services Dept. Internet Services Div. Mr. Kojima/3582-5163(5065)			
		PM	13:00-14:00 Visit to Training Center at Trading Company (Mitsui & Co., Ltd.) 15:00-17:00 Training at JETRO "Library Management"	Mitsui & Co., Ltd./ JETRO/	Space No. c-26, 22nd Floor, 1-2-1 Otemachi, Chiyoda-ku, Tokyo/Eidan Otemachi stn. Exit C5 7th Floor, 2-2-5 Toranomon, Minato-ku, Tokyo	Mitsui & Co., Ltd. Public Relations Dept. Ms. Yasumoto/3285-7596 JETRO Library, Deputy Director, Business Library Div. Ms. Asanuma/3582-1775(5805)			
19-Jul	Sat		Review of the training & Writing Report						
20-Jul	Sun								
21-Jul	Mon								
22-Jul	Tue	AM	11:00-12:00 Lecture at Japan Small and Medium Enterprise Corporation "Training Courses Operation"	Japan Small and Medium Enterprise Corporation/	Toranomon 37 Mori Bldg. 3-5-1 Toranomon, Minato-ku, Tokyo/Ginza-Line, Toranomon stn.	Mr. Fujimaki/3433-8811			
		PM	Courses Operation at The Institute for Small Business Management and Technology	Small Business Management and Technology/	Tokyo Institute, 2-137-5 Sakuragaoka, Higashiyamato-shi, Tokyo/Bus ride from JR Chuo-Line, Tachikawa stn.	General Administration Dept. Mr. Noguchi/042-565-1192			
23-Jul	Wed	AM	10:00-12:00 Training at TIC "Operation of Training Courses with Overseas Trainees"	TIC/	49-5, Nishihara 2-chome, Shibuya-ku, Tokyo /Keio Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9198			
		PM	13:00-16:00 Overall Review, Hearing Evaluation Meeting	Koitabashi, Ms. Maeda	49-5, Nishihara 2-chome, Shibuya-ku, Tokyo /Keio Line, Hatagaya stn.	TIC, Second Programme Division, Mr. ENOMOTO/3485-9198			
24-Jul	Thu	AM	18:20 Departure from Japan (JL-707)						

Ms.Hathout

ST 17

**Report**  
**Concerning JICA Training Programme for**  
**Utilization of Information Technology**  
**To Management of Foreign Trade Training Centre**  
**(From 9<sup>th</sup> to 23<sup>rd</sup> July 2003)**

- 
- The programme was tailored designed for FTTC by JETRO, and implemented by two enormous organizations that provide different services to their clients and each has its own objectives, but both are related to business development and training activities these two organizations are:-
    - **JETRO** their main objectives are the promotion of foreign investment entering Japan, as attracting foreign investment is a key strategy for stimulating domestic employment and revitalizing the Japanese economy. JETRO also provides small and medium-sized enterprises with support for their international trade and investment activities. In addition, JETRO helps developing nations nurture their parts/components supply industries, support industrial development programs between regional areas of Japan and other countries, and promote cooperation between industries in Japan and other developed nations. To carry out these and other activities, JETRO operates an extensive network of offices worldwide, comprising JETRO Headquarters in Tokyo, JETRO Osaka and 36 other offices in Japan and another 79 offices in 60 countries. In July 1998 JETRO merged with the Institute of Developing Economies (IDE), Japan's largest regional studies organization, resulting in a new organization with comprehensive capabilities not only in trade and investment promotion, but also research into economic and related issues in developing regions of the world.
    - **SANNO Institute of Management** is one of the famous educational organizations in Japan that provides graduate and undergraduate programs as well as management training and consulting. SANNO is especially popular among students seeking higher education in business administration and advanced information technology. To meet their needs, the Institute has a 4-year program at SANNO University, located in Kanagawa Prefecture and a 2-year program at SANNO College, Jiyugaoka, located in Setagaya Ward, Tokyo. Both SANNO University and SANNO College, Jiyugaoka are accredited by the Ministry of Education, Culture, Sports, Science and Technology and offer a modern as well as stimulating curriculum that attracts elite students from various fields of study. SANNO is also well known for its excellent management training and consulting programs covering socio-industrial fields and international affairs. SANNO also offers vocational and professional training programs including public & in-company seminars, consulting services, and extension courses.
  - Although FTTC size of business can not be compared to the above mentioned two organizations, but it was very useful and informative to see and understand an advanced examples in this stage for the future of FTTC growth and to be able to upgrade the current setup of information technology department with a



predetermined plan using the techniques that were introduced by the programme integrated with FTTC objectives and goals.

Following is a demonstration for the programme contents which represents the information technology roll and experience in each of the above mentioned organizations.

In general the programme contents can be classified into three main topics as follows:-

- (1) Information Technology Network
- (2) Library Management
- (3) E-Learning

**(1) Information Technology Network:** This topic includes:-

**a) Database management**

- JETRO database system is designed to achieve it's main objective for investment promotion and trade development, thus Information Technology Department (IT) has two divisions:-

- **System Division** Building & maintaining IT infrastructure.
- **IT Promotion Division** Promotion plan and providing information for decision making.

For the fiscal year 2002 JETRO's action plan was targeting to facilitate business with Japan, 02/03 plan includes the reorganization of JETRO under new law expected to be implemented by next October 2003. The action plan has three levels for providing information:-

**Front Office:** To provide customers with Information supported by different databases such as:-

- Trade Tie-up Promotion Program "TTPP"
- JETRO-File
- J-Messe
- Invest Japan
- Electronic Daily News
- Tiger Gate
- Government Procurement DB
- Business Library Information "OPAC"
- Internet TV Broadcasting
- E-Learning
- Business Sentiment Survey on JPN companies in Asia

Most of the above databases can be accessed by the user through JETRO web site.

**Middle Office:** To assist the management in taking decisions such as:-

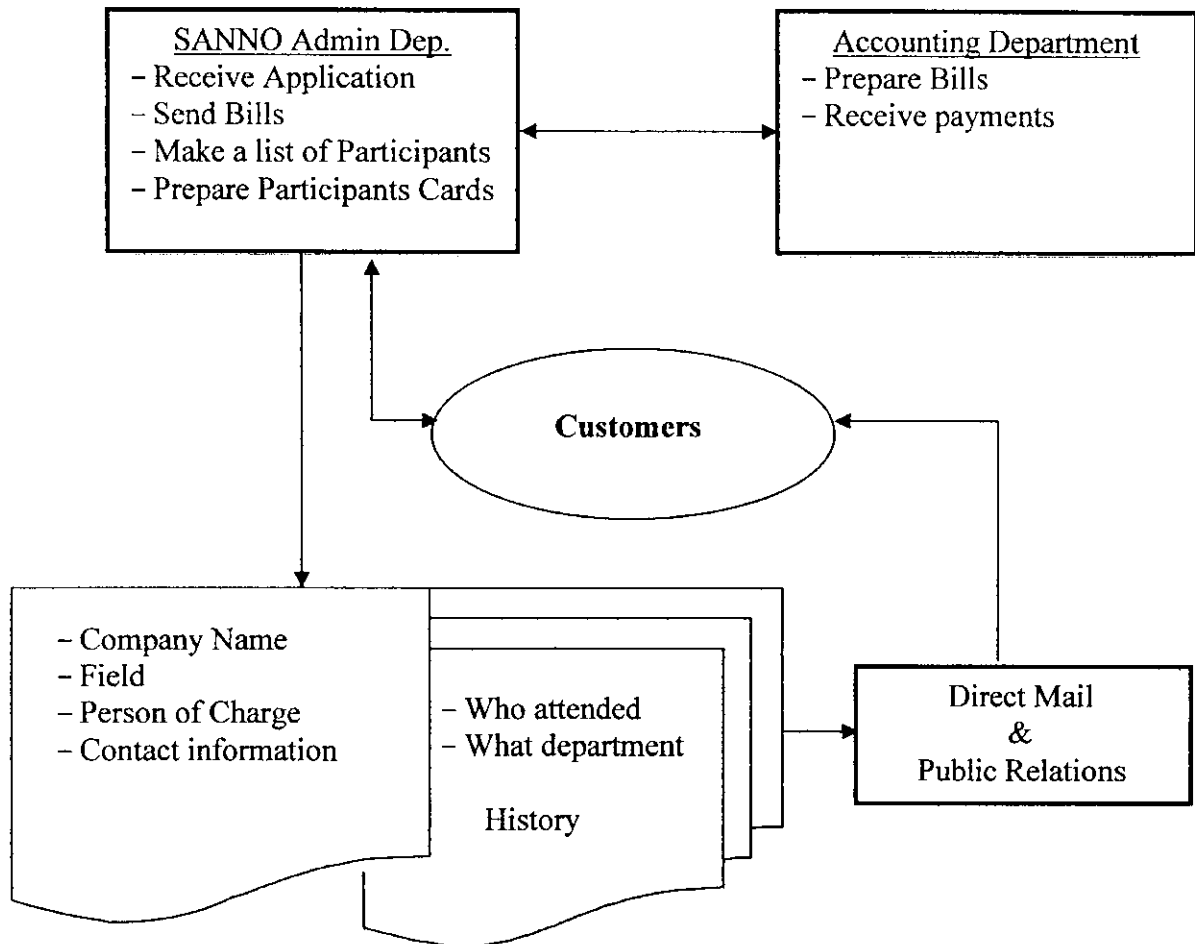
- Enterprise Resource planning:-
  - Accounting system
  - Resources allocation
  - Business & personnel appraisal
  - Program management system
- Knowledge Management
  - Trade Information Card System
  - Enterprise Knowledge Portal

**Back Office:** To make office work efficient:-

- Document Management System
- Customer Relationship Management
- Program Management System
- Mass Mailing Management System
- Electronic Work Flow/Approval
- Voice of International Protocol
- Video Conferencing

- At SANNO Institute I was introduced to the current database system in operation as well as the new system that is still under construction and preparation. Both systems are marketing oriented databases as follows:-

➤ *The Current Operating Management System (MS):*



➤ *General-Purpose system in-preparation  
Learning Management System "LMS":*

SANNO developed LMS business model based on the Supply Chain Management method "SCM" in corporate activities as follows:-

- **Procurement:** Procurement of educational courses from the SAANO Institute of Management and other organizations
- **Production:** Planning of educational courses of SANNO and preparation of catalogues for such courses.
- **Sales:** Making a business contract with a client company and applying for educational courses and attending these courses.
- **Distribution:** Delivery of educational materials and collection of academic records and information on course completion.

Different databases are designed for each step such as; client database, service provider (competitors), programs provided by SANNO, Plan according to advisors inputs, fees and costs for courses, received applications and registration, evaluation for trainees, trainers, and courses. All databases are integrated into one system that can be accessed through the internet by:-

- SANNO Institute administration with the aim of:-
    - o Data accumulation regarding course information, historic records of courses and academic records.
    - o Improvement in services quality through the analysis of the accumulated data
    - o Uniformity of services quality through systematization
  - Client Companies, as person in charge of education can follow up human resources development
  - Persons who are interest in educational business.
- Currently at FTTC we maintain four separate databases using MS Access for the data management concerning:-
    - Clients applications and registrations
    - Trainers Roster
    - Prospective clients (Companies classified by sectors according to Commodity Council classification.
    - FTTC Assets management.

A similar structure of the current SANNO system (market oriented) should be applied using the available databases and developing new databases for FTTC management as well as evaluation needs.

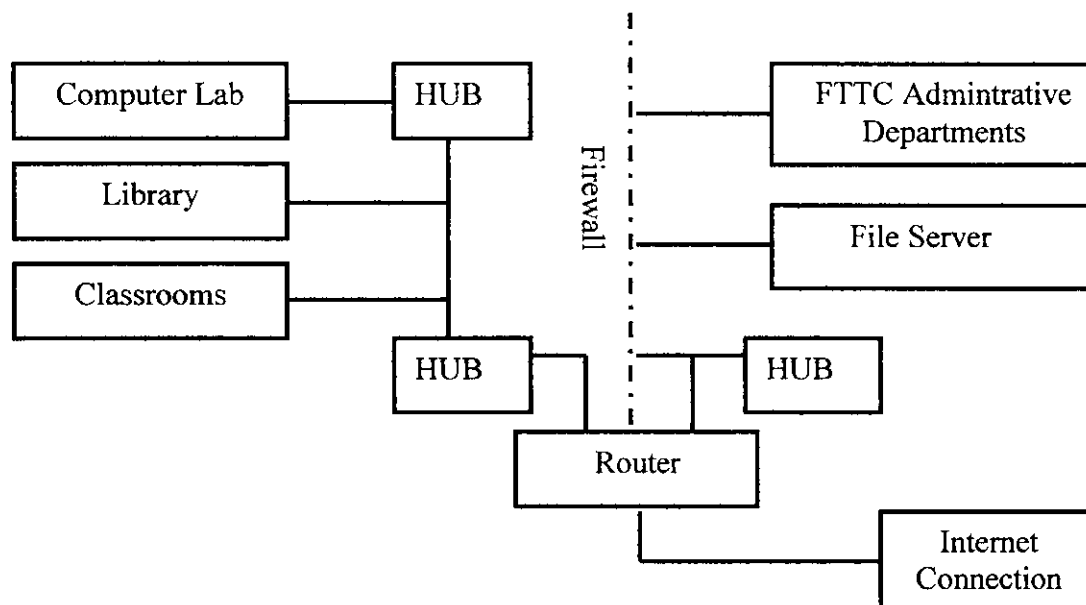
Database software should be changed into more professional database system such as Oracle application server in order to be able to adopt an integrated system.

**b) Technical solutions for network infrastructure (Hardware & Software)**

- For SANNO institute they follow the policy of outsourcing most of the needed support services, the new database system is planned to be operated through an optical fiber network owned by an electric company that provides the hardware, software, and technical support. SANNO only provides program contents.
- In JETRO, the Information Systems Division maintains different servers to run different databases to support JETRO's activities such as the Web services, mail services, Trade Tie-up promotion programme (TTPP) database...etc. This is achieved through the management of two LAN networks based in JETRO Tokyo (Toranomori LAN & Akasaka LAN) structured as illustrated by the attached diagram. The network maintenance is done by an outsourcing company.
- As for FTTC LAN after explaining the current situation according to the available hardware and software, and within the frame of the near future

needs (mail servers and e-learning and the number of current and expected employees), the following solution was recommended by:-

- Mr. Makoto Murata      Assistant Director, Information Systems Division  
Planning & Coordination Dep. - JETRO
- Mr. Etsuo Ebihara      Director in Charge of Computer System –  
Planning & Coordination Dep. - JETRO



- Currently FTTC use peer-to-peer network connection and it is recommended to switch to client server using windows 2000 or the later version (Windows 2003) but in case of introducing e-learning and mail server then the web server must work 24 hours daily and in this case UNIX or OS operating system is recommended.
  - Firewall software should be installed to prevent the users in the lab, library and classrooms from accessing the administrative Computers.
  - The current internet connection is ISDN with 64 kbps and it is recommended to install a leased line especially if FTTC will adopt e-learning and mail server services.
  - As for the database software, FTTC currently use MS Access and it is recommended to change to Oracle or SQL database.
- c) **Internet and Web site**
- Both JETRO and SANNO has dynamic web sites and they access their IT systems trough the internet as each of them has their own web server.
  - FTTC website is static and hosted by a company that provides web hosting services based on annual fees for subscription.
  - To improve FTTC web site a web server should be available with new dynamic design with the aim of promoting FTTC programmes and providing

the trainees with different services such as research tools, trade and economic news, on-line library....etc. in addition to introducing e-learning services.

**(2) Library Management:**

Both Libraries at JETRO and SANNO are huge specified libraries (attached an outline and description for each library). The most important part under this topic was library classification systems and day-to-day management.

Each of these libraries has different concept for classification system that matches the main objective of their organization as follows:-

- SANNO library follows Japan Decimal Categories, that classifies books into 10 main categories according to subjects to serve SANNO students, school personnel and graduates. Most of the books are classified under Business Management which is classified by its turn into 10 subcategories.
- JETRO library follows another system that classifies books and materials into 6 main types (Books, Reference Books, Directories, Statistics, Tariff Schedules and Periodicals) then each type is classified according to regions and country codes to serve the needs of the library main users whom are businessmen searching for countries trade information. In addition JETRO has different global trade databases and directories that are available for users on line. Also at JETRO I was introduced to the procedures for books selection and evaluation.
- A combination of the two above mentioned systems could be applied at FTTC library to simplify the search procedure using the system we already purchased "ALIS – Advanced Library Information System".
- FTTC Library must be enriched with more books and on-line accesses to international trade sites and market access tools.

**(3) E-Learning:**

E-learning success as explained by both organizations depends on the course objective and course contents and how to present it with an interactive way.

High speed internet connection and server is required in order to be able to introduce e-learning.

JETRO experience in e-learning is very successful and an expert in this field will be very helpful to plan and implement for e-learning and distance learning.

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### Result of C/P Capacity Development

#### 1. Training in Japan

- |  |                 |
|--|-----------------|
| 1) Dr. Said T. Harb, Executive Director 2002               | Dec. 7-17, 2002 |
| 2) Dr. Mohamed Zakaria, Director, Training Dept.           | Dec. 7-17, 2002 |
| 3) Ms. Hala Gidamy, Director, Information Technology Dept. | Jul. 6-25, 2003 |
| 4) Mrs. Nancy Hathout, Training Specialist<br>2003         | Jul. 6-25, 2003 |

#### 2. Technology Exchange with Indonesia Export Training Center (IETC)

- |  |                  |
|--|------------------|
| 1) Dr. Said T. Harb, Executive Director          | Dec. 17-21, 2002 |
| 2) Dr. Mohamed Zakaria, Director, Training Dept. | Dec. 17-21, 2002 |

#### 3. Training Trainers by CBI (Centre for the Promotion of Imports from developing countries: Rotterdam)

- |  |                           |
|--|---------------------------|
| 1) Dr. Mohamed Zakaria, Director, Training Dept. | Sept. 22-27, 2003 at FTTC |
|  | Oct. 20-24, 2003 at CBI   |
|  | Dec. 14-18, 2003 at FTTC  |
|  | Sept. 22-27, 2003 at FTTC |
| 2) Mrs. Nancy Hathout, Training Specialist       | Oct. 20-24, 2003 at CBI   |
|  | Dec. 14-18, 2003 at FTTC  |

Training Plan  
Jan. 2004 - June 2004

No	Program	Month	Jan.	Feb.	March	April	May	June
<b>I. Main Export Courses</b>								
1	Qualified Export Specialist *		11→15		7→11		9→13	6→10
2	Export Essentials							6→10
3	Export Market Research							
4	Export Strategy & International Marketing			22→	4	18→29	16→27	
5	Export Costing & Pricing			11→12	23→24		16→17	
6	Export Risk Management				1→3	6→8		15→17
<b>II. Export Supported Services Courses</b>								
7	Packing & Packaging for Export			24→26		4→6		13→15
8	Participation in Trade Fairs							
9	Terms of Payments and Incoterms		4→6		23→25			
10	Export finance						9→11	20→23
<b>III. Export Skills Courses</b>								
11	Presentation Skills**						19→22	
12	Negotiation & Contracting Skills			29→	4	4→8		13→17
13	Internet Browsing**				28→	1		
<b>IV. Professional Academic Courses</b>								
14	MBA/ International Markets.							
<b>V. Tailored Training Courses</b>								
15	Export Documentation & Procedures							
16	Product Development & Improvement							
17	Business English & Commercial Correspondence							
18	Commercial Representation( CBI )							
19	Analytical Tools for Trade Policy: Survey Methods ( IIFT)							
20	Training of Trainers							
21	Export Awareness Seminars							

N.B. \* Qualified Export Specialist is a tailored program implemented in the morning & afternoon sessions (45 Days)

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**Evaluation Report**  
**"February - August 2002"**

FTTC has competently implemented 20 training programmes for 457 trainees representing both public & private sectors. The following table indicates the number of training programmes , trainees, and respective organizations :

<b>Programme</b>	<b>No. of events</b>	<b>No. of trainees</b>	<b>No. of respective organizations</b>
<b>Export Essentials</b>	3	57	27*
<b>Export Marketing Techniques &amp; Export Strategies</b>	4	85	62*
<b>Training of Trainers</b>	4	60	22*
<b>Commercial Representation</b>	2	45	Commercial Representation
<b>Advanced Marketing Techniques For Export Managers</b>	1	33	90% are newly graduates
<b>Business English &amp; Commercial Correspondence</b>	2	19	Technical Office of H.E. The Minister of Foreign Trade
<b>E-Commerce</b>	1	13	Ministry of Military Production
<b>Seminars on Top Management</b>	3	145	<ul style="list-style-type: none"> <li>- Egyptian Businessmen Association (EBA)</li> <li>- Egyptian Agribusiness Association (EAGA)</li> <li>- Development of Business Women Export Ability Association</li> </ul>
<b>Total</b>	<b>20</b>	<b>457</b>	

\* Almost 20% of the attendees were from Governmental Departments , 80% from Private sector & Non-governmental Organizations

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Ministry of Foreign Trade  
Foreign Trade Training Center "FTTC"



Annex 17  
وزارة التجارة الخارجية  
مركز تدريب التجارة الخارجية

## FTTC Roadmap & Course Profile

---

قاعة 6 أكتوبر بارض المعارض بمدينة نصر - القاهرة 6<sup>th</sup> October Hall – Exhibition Ground – Nasr City – Cairo

Tel: 2612563 - 2612569

Fax: (202) 261 2823

تليفون: 2612563 - 2612569 فاكس: 2612823

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## *FTTC as a Major Training Institute for Export*

Importance of international trading is increasing for all developing countries as trade barriers across the world are coming down due to WTO- mandated negotiations as well as internal policy reforms.

The liberalized external environment will be of benefit to a country only if domestic firms are able to take advantage of global business opportunities. One of the conditions for effective participation in export markets by the domestic firms is to upgrade their operational skills to a level which is comparable to the best practices in competing countries.

### **1. Framework**

#### **Vision**

Egypt is now in urgent need to increase the exportation of Egyptian products for the purpose of improving imbalance of trade. Egyptian government has been taking kinds of measures to increase its exportation. Among them the education of exporters has been regarded essentially important.

#### **Purpose**

Foreign Trade Training Centre has been established to focus on education and training exporters , especially from small and medium enterprises how to start exportation and also of governmental staffs how to help private sector for exportation.

#### **Spaces**

FTTC has been allocated the space for operation at 6<sup>th</sup> October Building, Fair Ground , Nasr City by Ministry of Foreign trade and expect new spaces to be allocated in the future for upgraded and wider operation.

#### **Human Resources**

FTTC employed necessary staffs on its own for management, training operation, promotion and administration according to the needs.

#### **Step-by-step approach**

FTTC focuses to enhance its capability for full scale operation by July, 2004 and step in full scale operation after then.



## 2. Training Outlines

### Kinds of courses

FTTC has designed and prepared following courses:

- (1) Qualified Export Specialist
- (2) Export Essentials
- (3) Export Market Research
- (4) Export Strategy and International Marketing
- (5) Export Costing & Pricing
- (6) Export Risk Management
- (7) Packaging & Packing for Export
- (8) Participation in Trade Fairs
- (9) Terms of Payment and Incoterms
- (10) Export Finance and Export Credit Insurance.
- (11) Presentation Skills.
- (12) Negotiation and Contracting Skills.
- (13) Business English and Commercial Correspondence.
- (14) Internet Browsing.
- (15) PowerPoint Presentation
- (16) Database Design
- (17) Website Design
- (18) Other tailor made courses

### Purpose of each course

Courses shall be divided in five categories . i.e.

- A- Basic export course which is represented above by 1-2
- B- Advanced export courses which is represented above by 3-10
- C- Special export courses to enhance skills which is represented above by 11-16
- D- Tailored export courses according to the needs of various institutes and organizations which is represented above by 17



### Relationship between courses

Category (A) covers essential knowledge , skill and attitude (KSA) for exporters,  
Category (B) covers detailed KSA with emphasis on application for ex-trainees of 1 and exporters.

Category (C) covers professional skills for export

Category (D) covers special KSA according to needs of various institutes and organizations.

### Timeframe

Duration of each course varies depending upon curricula and syllabuses and FTTC will present annual training programmes for September-July every year.

### 3. Profile of each course

Course profile for each training course shall be defined according to the following:

- Purpose.
- Who should attend.
- Objectives
- Contents to be covered
- Prerequisite
- Course Duration

### 4. Future extension

#### Management of course wares

Modification of each course , new course shall be considered after the needs survey and analysis report of course evaluation.

#### Management of Trainers

FTTC has already its roster of trainers . FTTC will develop and enrich its roster continuously by trainees' feedback for their efficiency and recruiting newly. FTTC will aim to employ several permanent trainers on its own in the future.

### E-Learning

E-Learning shall be considered for future training courses to satisfy the demand of trainees who cannot attend the training courses at FTTC due to distant location.



### Certificate

Certificate shall be issued in future according to examination results after the training courses. Those certificates should enhance the quality of SKA of trainees. It shall aim to be a reference for getting new jobs relating to export business and/or being promoted.

### Regional Training Centre

FTTC shall direct its activities to be a regional training centre in Africa and Arab regions in conjunction with the movement that Egypt plays important role of trade in these regions.

**Foreign Trade Training Centre - FTTC**  
**Total Trainees by Investment Sector**  
 From February 2002 - March 2004

Sector	Yr. 2002 (Feb - Dec)			Yr. 2003 (Jan - Dec)			Yr. 2004 (Jan - 8 March)			Yrs. 2002 - 2004		
	Scheduled	Seminar	Tailored	Total		Scheduled	Seminar	Tailored	Total		No.	%
				No.	%				No.	%		
Government	126			126	25%	74	50	118	242	34%	401	29%
Private Sector	115	145	16	276	54%	83	319	50	452	64%	861	62%
Public Sector	25			25	5%	4			4	1%	36	3%
Newly Graduates	64			64	13%	4			4	1%	68	5%
Associations	17			17	3%						17	1%
<b>Total</b>	<b>347</b>	<b>145</b>	<b>16</b>	<b>508</b>	<b>100%</b>	<b>165</b>	<b>369</b>	<b>168</b>	<b>702</b>	<b>100%</b>	<b>1,383</b>	<b>100%</b>

N.B  
 Academic courses implemented jointly with the Arab Academy for Science & Technology

	Start Date	Total
Group (1)	Oct. 2002	30
Group (2)	Sep. 2003	30
<b>Total</b>		<b>60</b>

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**Foreign Trade Training Centre - FTTC**  
**Trainees From Private & Public Companies by Commodity Sector**  
 From February 2002 - March 2004

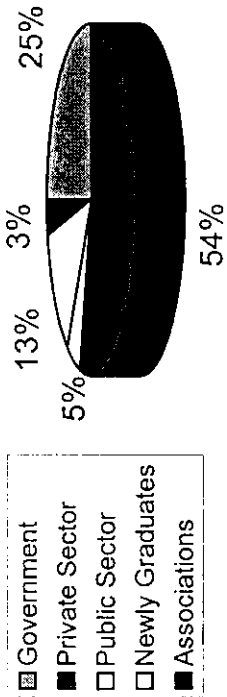
<b>Commodity Sector</b>	<b>Yr. 2002</b>	<b>Yr. 2003</b>	<b>Yr. 2004</b>	<b>Total</b>
Engineering & Electrical Industries	16	13	16	45
Building & Constriction Materials	6	7	23	36
Chemical Industries	10	13	8	31
Food Production	10	5	9	24
Textile & Ready Made Garments	15	1	1	17
Furniture & Wood Products	15	1		16
Agriculture Products	7	4	5	16
Pharmaceuticals & Medical Utilities	5	3	3	11
Metal Products	3	1	5	9
Computers & Software	4	3	1	8
Paper and Packing & Packaging Material	2	1	3	6
Medical Herbs & Cosmetics	2	2		4
Carpets & Handy Craft Products	2			2
Services	43	117	20	180
Others	2	21		23
<b>Total</b>	<b>142</b>	<b>192</b>	<b>94</b>	<b>428</b>
				<b>100%</b>

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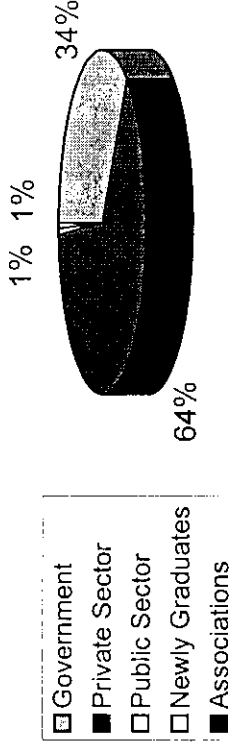
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FTTC Trainees by Investment Sector

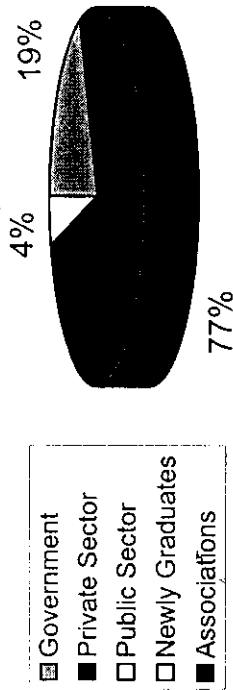
Yr. 2002 by Investment Sector



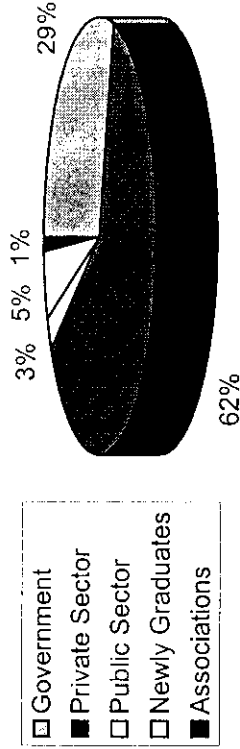
Yr. 2003 by Investment Sector



Yr. 2004 by Investment Sector



Total FTTC Trainees by Investment Sector



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## FTTC Events - 2002

<i>Start Date</i>	<i>Event Name</i>	<i>Program Type</i>	<i>Event Description</i>	<i>Trainees No.</i>
<i>FTTC Scheduled Programs</i>				
03/02/2002	EES-0201	Export Essentials	USAID - IIE	18
10/02/2002	ESM-0201	International Marketing & Export Strategy	USAID - IIE	20
03/03/2002	EES-0202	Export Essentials	USAID - IIE	14
10/03/2002	TOT-0201	Training of Trainers	USAID - IIE	14
17/03/2002	ESM-0202	International Marketing & Export Strategy	USAID - IIE	18
24/03/2002	TOT-0202	Training of Trainers	USAID - IIE	16
07/04/2002	BECC-0201	Business English & Commercial Correspondence	Conducted for Ministry of Foreign Trade	11
14/04/2002	QES-0201	Qualified Export Specialist	USAID - IIE	33
21/04/2002	BECC-0202	Business English & Commercial Correspondence	Conducted for Ministry of Foreign Trade	8
27/04/2002	ECOM-0201	E-Commerce	Conducted for Ministry of Military Production	13
28/04/2002	CR-0201	Commercial Representation	USAID - IIE	15
19/05/2002	ESM-0203	International Marketing & Export Strategy	USAID - IIE	24
09/06/2002	ESM-0204	International Marketing & Export Strategy	USAID - IIE	23
23/06/2002	EES-0203	Export Essentials	USAID - IIE	25
07/07/2002	TOT-0203	Training of Trainers	USAID - IIE	13
14/07/2002	TOT-0204	Training of Trainers	USAID - IIE	17
14/07/2002	CR-0202	Commercial Representation	USAID - IIE	31
10/11/2002	QES-0202	Qualified Export Specialist	Conducted by Ministry of Military Production	34
<i>Summary for 'Category' = FTTC Scheduled Programs (18 detail records)</i>				
<b>Sum</b>				347

2004, ١٠-١١-١٨

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<i>Start Date</i>	<i>Event Name</i>	<i>Program Type</i>	<i>Event Description</i>	<i>Trainees No.</i>
<i>Seminar</i>				
13/03/2002	Sem-0201/EBA	Top Management Seminar	USAID - IIE	23
20/03/2002	Sem-0202/EAGA	Top Management Seminar	USAID - IIE	32
05/06/2002	Sem-0203/DBWEA	Top Management Seminar	USAID - IIE	90
<i>Summary for 'Category' = Seminar (3 detail records)</i>				
<b>Sum</b>				145
<i>Tailored Programs</i>				
24/09/2002	TLD-0201/Yemen Government	Tailored Program	Conducted for Ministry of Foreign Trade	4
12/10/2002	TLD-0202/Damietta	Export Essentials	USAID - IIE	12
<i>Summary for 'Category' = Tailored Programs (2 detail records)</i>				
<b>Sum</b>				16
<b>Grand</b>				508

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# FTTC Events - 2003

Start	Event Name	Program Type	Event Description	Trainees No.
<b>FTTC Scheduled Programs</b>				
26/01/2003	TQM-0301	Total Quality Management	IIE - DT2	15
02/02/2003	ECOM-0302	E-Commerce	Mr. Motoshima first two days for -JICA Expert	31
04/02/2003	ECOM-0301	E-Commerce	Mr. Motoshima -JICA Expert	15
16/02/2003	TQM-0302	Total Quality Management	IIE - DT2	17
15/03/2003	ERM-0301	Export Risk Management	Mr. Igayama - JICA Expert	25
22/06/2003	PTF-0301	Participation in Trade Fairs	Mr. Iwasaki - JICA Expert	13
29/06/2003	ECOM-0303	E-Commerce	Mr. Motoshima - JICA Expert	10
08/12/2003	ERM-0302	Export Risk Management	Mr. Igayama - JICA Expert	30
09/12/2003	INB-0301	Internet Browsing	Computer Skills Development	9
<i>Summary for 'Category' = FTTC Scheduled Programs (9 detail records)</i>				
<b>Sum</b>				<b>165</b>
<b>Seminar</b>				
19/01/2003	Sem-0301/WTO	Advanced Training Course For Arab Senior Government Officials	Organized by WTO & Arab Monetary Fund & FTTC at Meridian Heliopolis Hotel	62
29/01/2003	Sem-0302/WTO	Market Access Tools	Seminar held by Mr. Richterling - WTO Counselor & FTTC for Egyptian Government	32
30/03/2003	Sem-0303/NEPAD	Africa's Effective Engagement in the Multilateral Trading	Organized by NEPAD	31
03/07/2003	Sem-0304/DBWEAA	Export Skills Development	Top Management Seminar Export Skills Development	146
06/08/2003	Sem-0305/DBWEAA	Legal & Commercial Infrastructure For Export	Contract to conduct 10 seminars at Alexandria for Export Skills Development	34
28/09/2003	Sem-0306/DBWEAA	Export Costing & Pricing	Contract to conduct 10 seminars at Alexandria for Export Skills Development	34
01/12/2003	Sem-0307/DBWEAA	International Markets & Distribution Channels	Contract to conduct 10 seminars at Alexandria for Export Skills Development	30
<i>Summary for 'Category' = Seminar (7 detail records)</i>				
<b>Sum</b>				<b>369</b>

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<i>Start</i>	<i>Event Name</i>	<i>Program Type</i>	<i>Event Description</i>	<i>Trainees No.</i>
<i>Tailored Programs</i>				
10/07/2003	TLD-0305/GOEIC	Export Documentation & Procedures	Conducted for GOIEC officials	70
13/08/2003	TLD-0302/6 Oct.	Export Documentation & Procedures	Members of 6 October Association	35
14/09/2003	TLD-0306/CBI	Training The Trainers	Conducted by CBI for Commercial Attache & FTTC Trainers	21
19/10/2003	TLD 0304/Egyptian Trade Point	Ministry of Foreign Trade - Sectors Activities	Study Tour for Egyptian Trade Point Officials	12
14/12/2003	TLD-0301/IIFT	Analytical Tools for Trade Analysis	Conducted by Indian International Foreign Trade Institute for Trade Agreement sector-Ministry of Foreign Trade	20
21/12/2003	TLD-0303/Jordan Trade Point	Egyptian International Trade Point & FTTC - Functions &	Study Tour for Jordan Trade Point Officials	10
<i>Summary for 'Category' = Tailored Programs (6 detail records)</i>				
<b>Sum</b>				168
<b>Grand Total</b>				702

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# FTTC Events - 2004

Start	Event Name	Program Type	Event Description	Trainees No.
<b>FTTC Scheduled Programs</b>				
04/01/2004	INB-0401	Internet Browsing		4
04/01/2004	TPI-0401	Terms of Payment and Incoterms		15
11/01/2004	PPP-0401	PowerPoint Presentation		3
11/01/2004	EES-0401	Export Essentials		13
11/02/2004	ECP-0401	Export Costing & Pricing		14
22/02/2004	ESM-0401	International Marketing & Export Strategy		16
24/02/2004	PPE-0401	Packing & Packaging for Export		16
29/02/2004	NCS-0401	Negotiation and Contracting Skills		21
01/03/2004	ERM-0401	Export Risk Management		8
07/03/2004	EES-0402	Export Essentials		27
Summary for 'Category' = FTTC Scheduled Programs (10 detail records)				
<b>Sum</b>				137
<b>Seminar</b>				
19/01/2004	Sme-0401/DBWEAA	Terms of Payment and Incoterms	Contract to conduct 10 seminars at Alexandria for Export Skills Development	27
<b>Summary for 'Category' = Seminar (1 detail record)</b>				
<b>Sum</b>				27
<b>Tailored Programs</b>				
22/02/2004	TLD-0401/Egy Marble	Terms of Payment and Incoterms	Conducted at Bahgat Group - 6 October Industrial Zone	9
<b>Summary for 'Category' = Tailored Programs (1 detail record)</b>				
<b>Sum</b>				9
<b>Grand Total</b>				173

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## List of Training Materials

Courses	Presentation Material	Training Text
Qualified Export Specialist	X	0
Export Essential	0	0
Export Market Research	X	X
Export Strategy and International Marketing	0	0
Export Costing and Pricing	0	0
Export Risk Management	0	0
Packing and Packaging for Export	0	0
Participation in Trade Fairs	0	0
Terms of Payment and INCOTERM	0	0
Presentation Skills	X	X
Negotiation and Contracting Skills	0	0
Business English & Commercial Correspondence	X	0
Internet Browsing	0	0
PowerPoint Presentation	0	0
Database Design	X	X
Website Design	X	0
MBA/International Markets	0	0
E-Commerce Diploma	X	X
International Market Diploma	X	X
Web Marketing	0	0

as of March 10,2004

All trainers are responsible to produce and bring Text to the course.  
 Courses with mark 'x' has not yet been implemented

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## FTTC's Promotional Plan

- 1) Brochures
  - 4,000 copies of brochures shall be printed (by mid November)
- 2) Advertisement on newspapers
- 3) Awareness ceremony in the beginning of November
  - Invite a few prominent exporters as guest speakers (1<sup>st</sup> day)
  - Invite mass-media reporters
  - Distribute brochures, training schedule list
  - Introduce Export Risk Management course by Japanese expert
  - Introduce Export Essential and other courses to be implemented,
- 4) Advertisement for Export Risk Management course in late November
- 5) Needs survey to start December
- 6) Mailing, Faxing (Mid-End November)
- 7) Tele-marketing (Mid-End November)
- 8) Face to face promotion to other donors, organizations, companies (Mid November-December)

### Proposal for Awareness events

**Date:** Mid December  
**Purpose:** Sales promotion of programs  
**Invitation:** Executives of companies, organization, Ministries (Foreign Trade/Foreign Affairs and others)  
**Numbers:** 200 to be invited (60-100 actually participate)  
**Agenda:** Opening speech (FTTC, JICA)  
 Guest speech (1-2 exporters, 1 Governmental Officer)  
 Orientation of FTTC's activity  
 Buffet & Drink  
**Deliverables:** Brochures of FTTC, Training schedule list  
**Place:** 5 star hotel or FTTC

Ministry of Foreign Trade  
Foreign Trade Training Centre F.T.T.C



وزارة التجارة الخارجية  
مركز التدريب الإقليمي للتجارة الخارجية

**To: Dr. Mohamed Zakaria – Training & Operations Manager**  
**Mr. Joji Yoshitsugu – Chief Advisor**  
**Mr. Yasufumi Sakata – Trade Training / Project Coordinator**

**From: Dr. Said T. Harb – Executive Director**

This is to inform you that a Selection Panel will be constituted for the selection of trainers and trainees.  
The functioning of the proposed panel will follow the attached system.  
The panel will be composed of:

- Dr. Said T. Harb (Chairman)
- Dr. Mohamed Zakaria (Member)
- Japanese expert(s) (Member)
- Other officials to be invited upon need.

The ultimate goal of the panel will be , without being bureaucratic to choose the best candidate for both trainers and trainees.

**Dr. Said T. Harb**  
**Executive Director, FTTC**

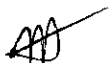


## Trainers' Selection

Date;

Training Course	
Curriculum	
Trainer's Name	
Address	
Tel	
Profession	
Job reference for curriculum	
CV	as per attached

Reason to recommend	
Approval by Training Director	Date;                      Signature
Approval by Executive Director	Date;                      Signature



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## **Achievement of FTTC Operation**

List of documents to be prepared (as of March 1, 2004)

**A; Original agreement of cooperation**

**B; Minutes of the "Record of Discussion"**

**C; PDM**

**D; Roadmap of FTTC operation**

**E; Organization chart**

**F; Training management**

1. Work flow

2. Personnel management

2/1; Job classification

2/2; List of manpower

2/3; Duty and responsibility

3; Training

3/1; Course profiles

3/2; Training materials

3/3; Trainers

-Recruit, selection and roster of trainers

-Instruction to trainers how to implement trainings

3/4; Course evaluation and feedback to trainings and trainers

3/5; Selection of trainees

3/6; Training courses implemented and number of trainees

3/7; Follow up survey/Needs survey

3/8; Designing new training courses(JICA.JETRO/CBI/IIFT/AUC/AASC/Cambridge)

4; Sales Promotion

4/1; Brochure

4/2; Advertisement

4/3; Website

4/4; Roster of ex- trainees and potential companies

4/5; Approach to customers(Fax, Mail, Tele-call, Visit)

**G; Location facility and equipment**

**H; Budget**

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**Introduction:**

- The agreement between Egypt and Japan for the establishment of a Foreign Trade Training Centre was signed in Cairo in May 30, 2002 .
- The goal and purpose of the project : FTTC to be ready for full-scale operation.
- The overall commitments are:

**On the Egyptian side:**

- Provision of the location / building.
- The nomination of counterparts.
- The allocation of financial resources.

**On the Japanese side:**

- Provision of long-term and short-term experts.
- Training of C/P in Japan.
- Provision of training material and equipment.

**Achievements so far following the requirements of  
The Project Design Matrix (PDM)**

**A- Assumptions for the continuation of project goal and purpose**

- Government continued commitment to export promotion:
  - The export encouragement and promotion law.
  - Establishment of an Export Promotion Fund.
  - Prime Minister's decree to establish the Ministerial Committee on export promotion.
- Trade - related training constitutes one of the pillars of the National Export Development Strategy of The Ministry of Foreign Trade.
- Training remains a need for the public and private sectors:
  - Co-operation with The Industrial Modernization Project (IMP)
  - Co-operation with the sectors of the Ministry of Foreign Trade (APR)
  - Co-operation with The Association of Egyptian Exporters (Expolink)

**B- Outputs:****1. Project Operation Unit is established**

- FTTC installed in its actual premises . It is foreseen that it will move to a better and much bigger cite.
- FTTC has counterpart personnel both professional and administrative assigned to their responsibilities. (Organizational chart annex1)
- Allocation funds (see budget annex 2)

**2. Necessary machinery and equipment provided**

- Japanese side provided necessary training equipment , a bus and book for the library.
- Egyptian side is operating and maintaining the equipment.

**3. Information on training needs**

- The study on the training needs analysis has been up-dated through a study commissioned to an outside consultant and financed by JICA .
- The information gathered has been analyzed and used in building –up training programmes. (see annex 3)

**4. Training programmes designed , executed and evaluated:**

- FTTC implemented in 2002 17 training programmes agreed upon and financed by USAID . The number of trainees attained is 425.
- New training programmes took place in 2003 with a total number of 14 programmes. The number of trainees attained is 336.
- The training programmes were evaluated first by FTTC internal staff and then by an outside consultant financed by JICA.
- A committee was established for the design of syllabuses and two national advisors commissioned by JICA for the Job. (annex 4)
- FTTC built-up a database for national instructors (annex 5).

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**5. Survey results interpreted into full-scale FTTC operational plan:**

FTTC drafted its training programmes for 2003/2004 (annex 6)

- 6.** FTTC developed its networking links with outside organizations. It concluded memorandum of understanding with The Indian Institute of Foreign Trade (IIFT) and The Import Operations Office for The Netherlands (CBI)

**Achievements on the Japanese side**

- 2 long-term experts took their assignment in August 2002 .
- 3 short-term experts came to Cairo and held consultancy assignments and workshops.
- 2 training of counterparts took place in Japan and Indonesia . 2 other counterpart members scheduled to go to Japan soon.
- Provision of agreed list of machinery, equipment and books.
- Commissioning studies on training needs and evaluation of training programmes and preparation of syllabuses for training programmes.

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## Further Development of Training

### A) Increase of training and trainees

a: Increase of training courses

b: Capacity up of training facility

c: New method of trainings

#### 1: Remote Learning

1/1: New Facility(Place, Equipment,Software), 1/2: Teaching Materials

1/3: Trainers

#### 2: E-Learning

2/1: Course Profile, 2/2: Curricula and Syllabuses

2/3: Teaching Maerials 2/4: Equipment and Software

2/5: Organization to Take Care of Q/A

#### 3: Regional Training

3/1: Promotion, 3/2: Invitation, 3/3: Training

#### 4. Sectorial training course

4/1: Industrial sectors, 4/2: Markets

#### 5. Enhancement of IT trainings

5/1: Equipment, 5/2: Software, 5/3: Database access

#### 6. Sales promotion

### B) Quality up

#### 1: New Training Courses to be tied up with International Educational Institutes

1/1: Design of training courses

1/2: Tie-up with international educational institutes

1/3: Arrangement of local and foreign trainers

1/4: Promotion, 1/5: Training

#### 2: Test and certificate

#### 3. Third country trainers

#### 4. Needs survey

#### 5. Library and data collection service

### C) New services

#### 1: Alumni management

1/1: Registration of alumni, 1/2: Periodical gathering of alumni

1/3: News letter

#### 2: Simulation service

#### 3: Consultation

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**Decree of Minister of Economy and Foreign Trade No. (661) for the year 2000**  
**On**  
**Establishing the Regional Training Center for Foreign Trade (RTCFT)**

**Minister of Economy and Foreign Trade:**

- After examining the Presidential Decree No. 490 for the year 1983 concerning the technical cooperation agreement between the government of Egypt and the government of Japan signed in Cairo on June 15<sup>th</sup>, 1983 and,
- The law No. 22 for the year 1992 concerning the Egyptian Export Promotion Center and,
- The Note of the Egyptian Export Promotion Center dated October 16, 2000.

**DECIDES**

**ARTICLE ONE**

Establishing a branch for the Egyptian Export Promotion Center under the name of the Regional Training Center for Foreign Trade (RTCFT) at the premises of General Organization for Exhibition and International Fairs (GOEIF) – 6<sup>th</sup> October hall - at Nasr City - Cairo.

**ARTICLE TWO**

RTCFT aims at increasing the exporters' competitive capability through improving the performance of the exporters in dealing with the targeted markets and in line with the international variables. To achieve its goal, RTCFT shall conduct the following activities:

- 1- Defining the training needs in the field of foreign trade based on the continuous follow up for the executive performance in this field.
- 2- Holding the training programs for developing the exporters' skills and improving their performance
- 3- Qualifying new marketing staff who can deal effectively with the international markets
- 4- Transferring the local and international expertise in order to develop the staff's performance in the Departments of Export and Foreign Marketing of the companies.
- 5- Developing the skills of the Egyptian exporters in order to perform their duties effectively
- 6- Training the senior and semi-senior officials in the field of foreign trade
- 7- Providing the technical and practical training for the staff working in the field of foreign trade

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### ARTICLE THREE

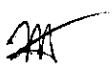
Forming an independent Board of Directors for RTCFT chaired by the Minister of Economy and Foreign Trade; his deputy is the Chief Executive Officer of the Egyptian Export Promotion Center (EEPC) who can chair the meetings in the absence of the chairman and the membership of the following authorities:

- Egyptian Export Promotion Center (EEPC)
  - Foreign Trade Sector
  - Commercial Representation Organization
  - International Trade Point
  - General Federation of Chambers of Commerce
  - Federation for Egyptian Industries
  - Egyptian Bank for Export Promotion
  - Egyptian Exporters Association
  - Association of Young Exporters
  - Three representatives from the Commodity councils selected by the minister.
- 
- The managing director of RTCFT will act as the secretary general (rapporteur) for the Board of Director
  - JICA's senior expert and a representative from JICA Egypt office will represent the Japanese side in the Board of Directors' meetings during the implementation stage of the project of RTCFT

### ARTICLE FOUR

The Board of Directors is responsible for endorsing and following up of the implementation of the general policy of the center and especially:

- 1) Designing the plans and the programs' activities of RTCFT and endorsing the time table needed to implement them
- 2) Endorsing the regulations and rules related to work flow of RTCFT
- 3) Endorsing the organization chart, regulations and decisions related to the financial, administrative and technical affairs of RTCFT in line with the work needs without obliging to the Governmental regulations.
- 4) Endorsing the regulations related to the personnel of RTCFT, their salaries, compensations, advantages, allowances, medical and social insurance, inside and outside country travel allowance. Staff will be selected among qualified candidates on annual basis contract without obliging to the Governmental regulations and without exceeding the salary and representation allowance of the Minister.







- 5) Accepting the grants, gifts and donations to RTCFT
- 6) Fixing prices for services introduced to customers by RTCFT
- 7) Endorsing the general budget of RTCFT
- 8) Examining any other additional issues submitted by the chairman or his deputy.

#### ARTICLE FIVE

The Board of Directors holds its meetings upon invitation from its chairman or his deputy once every three months or when it is necessary. The Board may invite for its meetings the related experts, whether personally or officially, without giving them the right to vote on the decisions. The Board's meeting is not considered legal without the attendance of at least 50 % of the board members. The majority members should approve the decisions and in case of equal votes, the chairman's side is approved

#### ARTICLE SIX

The decisions of RTCFT board of directors should be circulated to the chairman or to his deputy for endorsement and are considered in force after endorsement or one week after circulation without objecting them

#### ARTICLE SEVEN

RTCFT is financially and administratively independent and its funding resources are as follows:

- A- Donations, grants, gifts and contributions introduced to the center
- B- Fees of services introduced by the center.

The centre's resources to be deposited in accounts in the local authorised banks as follows:

- Local currency account
- Foreign currency account

#### ARTICLE EIGHT

The Managing Director of RTCFT is selected by a sub-committee, which includes the following members:

- (1) Chief Executive Officer of EEPC
- (2) Chairman of Egyptian Exporters Association
- (3) A representative from the Japanese side

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The qualifications of the Managing Director of RTCFT are as follows:

- A. Not less than five years experience in the field of training especially in the economy & foreign trade
- B. Completely familiar with the work of the international or regional organizations working in the economic field or the international trade and preferably has experience in working with international or regional organizations
- C. Fluent in English and other languages are preferable

Other staff will be selected by the same sub-committee in addition to the managing director of RTCFT and are contracted by the endorsement of the board.

#### ARTICLE NINE

Forming a three-members sub-committee from the following members:

- 1- Egyptian Export Promotion Center (EEPC).
- 2- General Organization for Exhibitions and International Fairs.
- 3- Egyptian Exporters Associations.

Such committee will set the financial and administrative regulations of RTCFT, which will be reported to the board of directors within one month of the issuance date of this decree.

#### ARTICLE TEN

The budget of RTCFT will be independent in accordance with the rules of the commercial enterprises without obliging to the budgeting rules of the public authorities. The fiscal year of RTCFT will start and end in the same time of the state's fiscal year.

#### ARTICLE ELEVEN

All concerned authorities should execute the previous accordingly

#### ARTICLE TWELVE

This decree comes to force immediately after it is issued.

Minister of Economy and Foreign Trade

Dr. Youssef Botros Ghali



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**Decree (Summarized)**

**Minister of Economy and Foreign Trade No. 74 for the year 2001  
For the Establishment of The Foreign Trade Training Centre**

According to the decree of The Minister of Economy and Foreign Trade No. 661 for the year 2000 regarding the establishment of The Foreign Trade Training Centre

And

According to our approval of the memo issued by The General Organization for International Exhibitions and Fairs (GOIEF) dated 1/1/2001 regarding the adjustment of the decree No. 661 for the year 2000 mentioned above,

It is decided :

**(ITEM 1)**

The Foreign Trade Training Centre shall be established , its premises will be located at Fairs Ground – Nasr City , Cairo.

**(ITEM 2)**

The centre shall aim at increasing competitiveness of Egyptian exports by improving the performance of exporters in order to deal with the targeted markets according to the international changes . It shall be entitled to perform the following tasks:

1. Identifying the training needs in the field of foreign trade .
2. Implementing training programmes to up-grade the skills of the exporters.
3. Creating a cadre of new marketers to deal successfully with international markets.
4. Transferring the national and international expertise to improve the performance of exporters .
5. Up-grading skills of Egyptian trainers .
6. Improving export marketing directors' skills.
7. Providing technical and practical training for people working in the field of foreign trade.

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Export Promotion Strategy, March 2003

Part Two: Developing the Institutional System of Exportation

Chapter One: Developing the Institutional System of Exportation

Part Two: Chapter One: Developing the Institutional System of Exportation

2- Evaluating Performance of the Ministry of Foreign Trade Affiliated Agencies:

### Foreign Trade Training Center

The Ministry of Foreign Trade has established Foreign Trade Training Center (FTTC) in cooperation with the Japanese government represented by Japan International Cooperation Agency (JICA) and Japan's External Trade Organization (JETRO\*1). The FTTC aims at benefiting by their international experience in the field of establishing and running training centers specialized in international marketing and export programmes.

Within this cooperation, the FTTC is provided with training devices and equipment in addition to seeking the assistance of Japanese experts in the different fields of foreign trade.

The FTTC is meant to contribute to promoting Egyptian exports so as to occupy a remarkable place on international markets through helping to increase the competitiveness of the Egyptian exports and increase Egyptian exporters' ability to deal with targeted markets according to international and regional changes. Additionally, the FTTC will prepare highly qualified and specialized trainers in the areas of international marketing so as to train company personnel. The FTTC programmes had been modeled so as to serve both the personnel of marketing and export departments in the companies that do, or are willing to do, export business and the young exporters or those desirous to work in the fields of foreign marketing and fresh graduates of Egyptian universities in order to qualify a new generation of marketers. The FTTC also provides training programmes for the personnel of export-related authorities as well as commercial representatives and the representatives of companies and Egyptian authorities abroad.

The FTTC adopts an advanced training philosophy that is based on application and making use of successful experience and experiments in this field. It also teaches specialized programmes to prepare qualified training cadres. In this regard, the FTTC executes a number of programmes that cover different areas such as export principles, international marketing, export strategy, preparation of export specialists, training trainers, commercial representation, E-commerce and specialized trade correspondence. With respect to providing economic and trade information about the international market, the FTTC has updated databases on the Egyptian exporters and foreign importers. It, furthermore, prepared detailed data about the Egyptian products and companies and laid down a commercial map for the most important international markets.

The FTTC has also compiled a number of specialized studies on the markets of the European Union (EU), the US and some Arab, Asian and African countries. Some studies were also prepared on the production and export capacities of sectors such as agricultural crops, yarn and textile, food industries, building materials, linen, household ware and engineering industries. Moreover, some guidebooks have been issued such as New Exporters' Guidebook and others.

The FTTC cooperated with the Dutch CBI, within the Integrated Programme for Promoting Netherlands Imports from Developing Countries. It also cooperated with some international authorities and unions operative in both commercial and economic fields such as the German BGA (Digest 16). In addition, the FTTC signed cooperation agreement with a German university with a view to training the Egyptian

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technicians working in the field of furniture and timber industries. At the local level, there is joint cooperation with the Technological Development Researches and Studies Center, Helwan University, with a view to organizing technical cooperation in developing productive sectors of export activity.

The future vistas of the FTTC are based on four main axes, to be summarized as follows:

1-Developing institutional capacities:

This could be achieved through cooperation with JICA's experts in Cairo to conduct a field survey to follow up the FTTC trainees and get acquainted with the new training needs, as the final assessment is expected to be prepared in February 2003.

2-Developing the scientific material:

It had been agreed in principle with the Japanese side to develop the scientific material according to the ITC Module of international specifications and standards through contracting with centers specialized in this field.

3-Preparing a constellation of highly qualified trainers:

A constellation of Japanese experts have been invited to implement training programmes to prepare Egyptian trainers in the fields of E-commerce and foreign exhibitions during the period from February to April 2003. A contract has been concluded with the Dutch CBI to execute a training programme in commercial representation and export strategies.

4-Developing programmes according to the market needs:

The training programme proposed for 2003 has been prepared according to the actual needs of the Egyptian market so as to include the following programmes after adding some new spheres:

- a.Preparing export specialists
- b.Export principles
- c.Export strategies
- d.Finance and documentary credits
- e.Preparing and designing a website
- f.The basics of using the internet in exporting
- g.The skills of presentation using a computer
- h.Designing and creating databases using a computer
- i.Electronic commerce
- j.The skills of negotiation, contacting people and developing human resources

-\*1-----

Digest (15): Japan External Trade Organization (JETRO)

JETRO was established in 1951 under the name of Japan Export Research Organization and in 1958 the organization's structure was changed so as to include among its working activities making public relations and preparing and executing propaganda programmes for the Japanese companies abroad. Then, it was called JETRO.

It plays an important role in supporting the trade and economic relations between Japan and its trade partners through patronizing the programme of "Exporting to Japan". Under this programme there many

tasks and activities that aim at creating opportunities to export to the Japanese market through identifying the Japanese market needs and facilitating contacts between exporters and Japanese exporting bodies. Furthermore, JETRO plays an important role in promoting the Japanese investments abroad as well as foreign investments in Japan.

In contribution to development efforts in developing countries, JETRO provides necessary information to help developing countries' exporters to export to the Japanese market. It also dispatches specialized missions to help developing countries' governments to formulate the programmes that would increase their exports to the Japanese market.

Additionally, JETRO patronizes different technological exchange programmes and conducts researches on the latest economic developments at the international level. It also issues periodical and non-periodical reports on trade and economic developments.

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Digest (16): BGA

The BGA is the most important organization that represents retailers, exporters and importers in Germany. It was established in 1916 and its role was reactivated in 1949 after the World War II.

The BGA comprises many establishments and institutions specialized in the retailing and international trade. It is also a main member of many economic organizations at the local level and EU level.

The BGA aims at coordinating with legislative and executive authorities with respect to pay policies, internal and external trade policies and relevant laws in order to cope with the interest of the BGA members. It also plays an important role as a mediator between its members and international, regional and local institutions outside Germany in discussing ways of cooperation and support of different activities as far as the foreign trade is concerned.

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### **The project of establishing the Egyptian Foreign Trade Development Organization:**

In view of the Egyptian government's desire to establish an organization for developing foreign trade a la JETRO, an ad hoc technical committee had been formed to mull over the project. In its report, the committee concluded that an organization for developing foreign trade should be established to act as an institutional nonprofit making entity that is based on cooperation between the government and the private sector. The organization shall render its services to productive and exporting institutions in an integrated way and shall lead all the activities related to developing the Egyptian exports. The organization, which shall work under the supervision of the Ministry of Foreign Trade, shall make a radical improvement by increasing the capabilities of the current and potential export institutions to penetrate foreign markets through laying down the programmes necessary for executing the state's export programmes. The organization shall also contribute to rationalizing imports, which are related to exportation. In its work, the organization depends on some new basic concepts that enable it to perform better and have Network Linkages with the private sector and all the bodies concerned with export-oriented production, research technology and industry modernization.

end

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## Schedule of Interview

Date	Time	Organization of C/P	Name of C/P	Content of Interview
7-Mar	11:00-14:00	FTTC	Dr. Said Talaat Harb, Executive Director	Outline of the survey and planning
			Dr. Mohamed Zakaria, Director of Training Department Mr. Osama Ali Ahmad, Manager of Finance and Administration Ms. Hala Gidamy, Director of Information Technology Ms. Nancy Hathout, Training Department	
8-Mar	16:30-17:00 17:30-18:30	Embassy of Japan JICA Egypt Office	Mr. Katsuichi Yabunaka	Protocol
			Mr. Toshiyuki Iwama Mr. Naoto Mukai	Outline of the survey
8-Mar	8:45-10:00	JICA Experts	Mr. Koji Yoshitsugu	Questionnaire/ interview survey
			Mr. Yasufumi Sakata	Promotion scheme
			Ms. Hala Gidamy, Director of Information Technology	Financial Issues
			Mr. Osama Ali Ahmad, Manager of Finance and Administration	Financial Issues
9-Mar	10:30-11:30 13:00-14:00	FTTC	Mr. Osama Ali Ahmad, Manager of Finance and Administration	Sustainability and Future Plan
			Dr. Said Talaat Harb, Executive Director	MOFT's View to FTTC
10-Mar	10:30-11:15 12:30-13:20	Imtenan Co. for Trade and Export Nag-Hamady for Wood Fabrication and Production Co. Nag-Hamady for Wood Fabrication and Production Co.	Mr. Salama Hassan Afif Farahat	Client evaluation of FTTC's training courses
			Mr. Hossan Younes	Client evaluation of FTTC's training courses
11-Mar	14:25-14:40 10:15-11:15	FTTC Alumisir Egyptian Co. for Aluminium	Mr. Ali Mostafa, Export Manager	FTTC training courses
			Mr. Safwat Abdel Azem, Procurement Manager Mr. Sameh Mahmoud Khalil, Import and Export Specialist	FTTC training courses
11-Mar	11:30-12:30 16:00-16:40	El Mehwar Co. Embassy of Japan	Mr. Osama Ali Ahmad, Manager of Finance and Administration	Evaluation of FTTC's training by expert
			Mr. Alaa Salama	Evaluation of FTTC's training by expert
15-Mar	11:00-12:15	WTO Department, MOFT	Mr. Ibrahim Raafat	FTTC training courses
			Mr. Katsuichi Yabunaka Mr. Toshiyuki Iwama Mr. Naoto Mukai	FTTC training courses
16-Mar	10:00-10:40 10:00-10:50	Development of Business Women Export Ability Association Government Organization Export & Import Control	Mr. Waleed El Nozahy, Head of Department Mr. Amr Ahmed Saleh, International Trade Policy Researcher undersecretary	FTTC training courses
			Dr. Nadia Abou Auf, Chairperson Mr. Osama Mohamed Abdelmomen (General Manager, Publish Relation & Int'l Affairs Dept.) Mr. Mohamed Shawke El Saide (Director, General Trading Dept.) Mr. Harry Mamdouh Mostafa (Origin Exp.)	FTTC training courses and future cooperation FTTC training courses
14:20-15:30		Arab Academy for Science and Technology	Dr. Ali Swaleem, Assistant Dean	FTTC training courses and future cooperation

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17-Mar	15:40-15:50	Minister of Foreign Trade	Dr. Youssef Botros Ghali (Minister)	Courtesy visit
20-Mar	16:30-17:45	Federation of Egyptian Industries	Dr. Abdel Moneim Seoudi (Chairman) Mr. Abdel Montem Bekhit (Director General) Mr. Khaled Abdel Azzim Khalifa (Deputy Director General) Ms. Nevine Ellawdy (International Relation Manager)	FTTC training courses and future cooperation

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## 付属資料 2. 質問票



## エジプト貿易研修センター終了時評価 質問票配布先・面談先

カテゴリー	対象者	質問票	面談	面談日時	質問概要
<b>○カウンターパート</b>					
MOFT	Egyptian International Trade Point	1	1	3/9	<ul style="list-style-type: none"> <li>・ <b>妥当性</b>：国家政策、業界コース、日本援助の比較優位</li> <li>・ <b>有効性</b>：本格稼働への貢献・阻害要因、提供情報・研修コース・講師</li> <li>・ <b>効率性</b>：専門家投入、資機材投入、エジプト側の投入、C/P 配置、予算割当、日本研修、専門家とのコミュニケーション、技術移転、合同調整委員会、派遣団の調査結果、他機関との連携</li> <li>・ <b>インパクト</b>：輸出振興、その他のインパクト</li> <li>・ <b>自律発展性</b>：運営管理体制、運営管理計画、将来の役割、財務、移転技術、C/P 配置、資機材の維持更新、今後の支援コース</li> <li>・ <b>その他</b>：</li> </ul>
	General Organization for Export and Import Control	2	3	3/16	
FTTC	所長	1	1	3/8	
	研修事業部長	1	0	—	
	経理部長	1	1	3/8-10	
	IT 部長	1	1	3/8	
	研修事業担当職員	1	1	3/8	
<b>○クライアント (研修生)</b>					
政府派遣 (公務員)	WTO Department	7	3	3/15	<ul style="list-style-type: none"> <li>・ <b>妥当性</b>：業界コース、研修コースへの満足度と改善方法</li> <li>・ <b>有効性</b>：研修コース参加の成果、研修コース内容と改善策</li> <li>・ <b>インパクト</b>：輸出振興、その他のインパクト</li> </ul>
大企業*	Nag-Hamady for Wood Fabrication and Production Co.	1	1	3/10	
	Alumisr Egyptian Co. for Aluminium	1	1	3/11	
	Arab Contractors TMI Training Institute	1	0	—	
中小企業*	Intenan Co. for Trade and Export	1	1	3/10	
	El Mehwar Co.	1	1	3/11	
<b>○クライアント (所属部長・人事担当)</b>					
政府派遣 (公務員)	WTO Department	1	1	3/15	<ul style="list-style-type: none"> <li>・ <b>妥当性</b>：業界コース、研修コースへの満足度と改善方法</li> <li>・ <b>有効性</b>：研修コース参加の成果、研修コース内容と改善策</li> <li>・ <b>インパクト</b>：輸出振興、その他のインパクト</li> </ul>
<b>○財界団体 と業界団体</b>					
Federation of Egyptian Industries		0	4	3/20	<ul style="list-style-type: none"> <li>・ <b>その他</b>：FTTC への期待</li> </ul>
DBWEAA (Development of Business Woman Export Ability Association)	Chairperson	1	1	3/16	<ul style="list-style-type: none"> <li>・ <b>妥当性</b>：業界コース</li> <li>・ <b>インパクト</b>：インパクトの内容、FTTC の重要性</li> <li>・ <b>その他</b>：FTTC への期待、他機関との連携 (FTTC との協力可能性と協力分野)</li> </ul>
<b>○長期専門家</b>					
長期専門家		2	2	3/8	<ul style="list-style-type: none"> <li>・ <b>実施プロセス</b>：専門家の投入</li> <li>・ <b>妥当性</b>：カウンターパート・業界コース、C/P とのコミュニケーション、技術移転方法</li> <li>・ <b>有効性</b>：目標達成度、本格稼働への貢献・阻害要因、研修内容の改善</li> <li>・ <b>効率性</b>：専門家投入、資機材投入、研修生受入、エジプト側の投入、C/P の配置、建物・施設、合同調整委員会、派遣団の調査結果、他機関との連携</li> <li>・ <b>インパクト</b>：貿易人材の育成、貿易振興促進と阻害要因、FTTC</li> </ul>

					の重要性変化、その他のイパ ・ <b>自立的発展性</b> ：運営管理体制、運営管理計画、研修コースの企画立案能力、財務、移転技術、C/P 配置、資機材の維持更新、今後の支援コース ・ <b>その他</b> ：FTTC への期待
○トナ機関等					
Arab Academy for Science and Technology	Assistant Dean	1	1	3/16	・ <b>効率性</b> ：他機関との連携（FTTC との協力可能性と協力分野） ・ <b>その他</b> ：FTTC 案件への関与有無、FTTC への期待
JETRO	次長	1	0	—	

リ 質問票の配布先については、貿易研修センターが研修生として想定している繊維・アパレル、農産物・食品加工、建設資材、革製品、木工製品・家具の対象セクターからリストアップした。面接は食品産業、合板産業、アルミ加工産業、鉄筋製品流通商社を対象に行った。

**Foreign Trade Training Center in Egypt**  
**Final Evaluation Questionnaire for Counterpart Personnel (MOFT and FTTC)**

Dear Madam or Sir,

This is a questionnaire for the final evaluation of the JICA/FTTC project. The project is being implemented for the duration of two years from August 2002 with the purpose of providing appropriate technical service for export personnel training.

The answers will be collected and analyzed by an external consultant hired by JICA for the purpose of evaluating the implementation process, relevance, effectiveness, impacts and sustainability of the JICA/FTTC project. Although the analyzed data of the questionnaires might be presented in public, the answer of each respondent will be kept confidential.

Please forward this questionnaire to a concerned persons in MOFT, and a person in charge of instruction, financial affairs, human resource management and administration, and have him/her fill out the blank boxes of the questionnaire. The question could be skipped if it requires information that is difficult to disclose for secrecy reason.

It would be highly appreciated if the filled-in questionnaire could be returned to KONDOH Hisahiro (JICA's consultant) **by (date)**.

We sincerely appreciate your cooperation.

JICA Evaluation Team

<i>Name of Organization</i>	
<i>Name of Respondent</i>	
<i>Title/Position of Respondent</i>	

**1. Questions about Relevance**

- 1) Do you think that the project is consistent with the government policies? How do you wish to make the project more consistent? (1-1)

Very much     Rather consistent     No     Other

Please specify its reason and suggestions

- 2) Do you think that the project is consistent with the government needs? How could you make the project consistent with government needs? (1-3)

Very much    Rather consistent    No    Other

Please specify its reason and suggestions

3) Do you think that the project is consistent with the business needs for export promotion? How could you make the project consistent with business needs? (1-3)

Very much    Rather consistent    No    Other

Please specify its reason and suggestions

4) Where did you find Japan's comparative advantage in the assistance for the foreign trade training center? (1-5)

Please specify

5) In what point do you feel that the project is the most irrelevant? And how could you make the project relevant to your needs? (3-1)

Please specify

## **2. Questions about Effectiveness**

- 1) Do you think the project helped to prepare the FTTC's full-scale operation? (1-1)  
Very much    To some extent    No    Other

Please specify its reason

- 2) What were the inhibiting factors for full-scale operation of FTTC? And how could you redress those factors? (3-1)

Please specify the details

- 3) Do you think what kind of activity is more useful for the clients (trainees)? How do you wish to improve FTTC's activity? (2-1)  
Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

- 4) Is the variation of training courses sufficient? And what training courses do you wish to add? (2-1)  
Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

5) Is the duration of training courses sufficient? And please specify the most appropriate duration of training courses? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

6) Are the capacities of instructors sufficient? And what qualification/ subject of instructors can realize more effective training courses? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

7) Is the number of instructors sufficient? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details

8) For better securing of good instructors, how do you wish to improve instructor recruiting system (eg. roster system)? (2-1)

Please provide the details and suggestions

9) Did the clients (trainees) face any difficulties in understanding training courses? And

what kind of measures is effective to facilitate better understanding of training courses?

(2-1)

Very serious      With some problems      No difficulties      Other

Please specify its reasons/provide the details and suggestions

10) What kind of difficulties did you face in project implementation? And how could you solve those factors for better project? (3-1)

Please provide the details and suggestions

### 3. Questions about Efficiency

1) Did you find any room for improvement in the number, expertise, capability, length of stay and timing of dispatch of Japanese experts? And how do you wish to improve dispatch of experts for efficient project implementation? (2-1)

Please specify the details and suggestions

2) Was the approach/ method of experts for technology transfer appropriate? For better project implementation, what kind of approach for technology transfer do you wish to improve? (2-1)

Very much      To some extent      No      Other

Please specify its reasons/provide the details



- 3) Did you find any difficulty with the quantity and quality of machinery and equipment provided by the project? And how could you improve for efficient project implementation? (2-2)

Please specify the details and suggestions

- 4) Did you utilize IT for FTTC's management and training course implementation? And what were difficulties with active utilization of IT? (2-2)

Very much     To some extent     No     Other

Please provide the details

- 5) Did you find any difficulty with C/P allocation? And how could you improve C/P allocation? (2-3)

Please provide the details and suggestions

- 6) Did you find any difficulty with budget allocation in FTTC? And how do you wish to improve? (2-5)

Please provide the details and suggestions

7) Did you find any difficulty with C/P training in Japan? And how do you wish to improve? (2-7)

Please provide the details and suggestions

8) What role do you think that the Joint Coordination Committee (JCC) played for project implementation? How do you wish to improve JCC for better project implementation? (3-1)

Please provide the details and suggestions

9) In what area do you think the co-operation with other organization would help the efficient coordination and implementation of the project? Please indicate candidate organization and field of cooperation. (4-1)

Please provide the details

- Candidate organization
  
- Field of cooperation

**4. Questions about Impacts**

1) Do you think that the FTTC contributes to the export promotion in Egypt? (1-5)  
Very much    To some extent    No    Other

If the export performance of companies improved, what were the contributing factors?

- |  |   |
|--|---|
| <input type="checkbox"/> FTTC training courses/information | <input type="checkbox"/> Companies' efforts |
| <input type="checkbox"/> External factors                  | <input type="checkbox"/> Other              |

Please provide the details

- 2) If the export performance of companies needs further effort to be improved, how should you or companies do? (1-5)

Please specify

- 3) What role does FTTC play in export promotion in Egypt? (1-4)

Please provide the details

- 4) Are there any other impacts but export promotion by the project? (1-5)

### **5. Questions about Sustainability**

- 1) What is the weakness of operation and management system in FTTC? How could you redress it? (1-2)

Please provide the details and suggestions

2) What kind of difficulty of the operational plan have you ever experienced? And how do you wish to improve it for better project implementation. (1-2)

- Very much    To some extent    No    Other

Please specify its reason and suggestions

3) Is there any positive potential in the roles of FTTC in export promotion/human resource development? And what kind of roles do you particularly wish to reinforced? (1-1)

- Very much    To some extent    No    Other

Please specify its reason and suggestions

4) Do you think that the FTTC's project will be financially sustainable? And how do you reinforce the financial basis? (2-2)

- Very much    To some extent    No    Other

Please specify its reason and suggestions

5) Does FTTC have the plan for income-generation and alternative fund sources of FTTC? And do you think they are sufficient to sustain FTTC's activities in future? (2-2)

Please provide the details

6) Did clients face the difficulties in absorbing transferred technology by FTTC's training courses? And how do you facilitate further technology learning of clients? (3-1)

- Very serious    With some difficulties    No difficulties    Other

Please specify its reason and suggestions

7) Is it sufficiently expected that you can continue to make the staff allocation to FTTC? And where you wish to make personnel allocation for better project implementation in future? (3-2)

- Very much    To some extent    No    Other

Please specify its reason and suggestions

8) Is it sufficiently expected that you can continue to make the maintenance and renewal of FTTC's equipments? For better project implementation, how and what you wish to do? (3-3)

- Very much    To some extent    No    Other

Please specify its reason and suggestions

9) If the additional assistance for FTTC by JICA is necessary, what area should be

prioritized for JICA's future co-operation for FTTC?

(4-1, 4-2, 4-3)

- |   |  |
|---|--|
| <input type="checkbox"/> Developing more training courses/information | <input type="checkbox"/> Developing more teaching materials      |
| <input type="checkbox"/> Reinforcing instructors' capability          | <input type="checkbox"/> Reinforcing administrative capabilities |
| <input type="checkbox"/> Improve equipment and facilities             | <input type="checkbox"/> Other                                   |

Please specify its reasons/provide the details

**6. Other Question**

1) Any general comments on FTTC

2) Any general comments on JICA

*Thank you very much for your kind cooperation.*

**Foreign Trade Training Center in Egypt**  
**Final Evaluation Questionnaire for FTTC Clients**  
**(Trainees' Superiors or Personnel Managers of Companies and Government)**

Dear Madam or Sir,

This is a questionnaire for the final evaluation of the JICA/FTTC project. The project is being implemented for the duration of two years from August 2002 with the purpose of providing appropriate technical service for export personnel training.

The answers will be collected and analyzed by an external consultant hired by JICA for the purpose of evaluating the relevance, effectiveness and impacts of the JICA/FTTC project. Although the analyzed data of the questionnaires might be presented in public, the answer of each respondent will be kept confidential.

Please forward this questionnaire to a person who has sent a staff to FTTC training courses, and have him/her fill out the blank boxes of the questionnaire. The question could be skipped if it requires information that is difficult to disclose for secrecy reason.

It would be highly appreciated if the filled-in questionnaire could be returned to KONDOH Hisahiro (JICA's consultant) **by (date)**.

We sincerely appreciate your cooperation.

JICA Evaluation Team

<i>Name of Organization</i>	
<i>Name of Respondent</i>	
<i>Title/Position of Respondent</i>	

**1. Question about Relevance**

- 1) Please indicate the name of FTTC training course that the staff of your organization attended.

- 2) What skills or knowledge do you expect trainees dispatched by your organization to acquire through FTTC's training courses? (1-2, 1-3, 2-1)

Please specify its reason and suggestions

## 2. Questions on Effectiveness

- 1) What training courses provided by the FTTC were useful to your organization? (2-1)

Please specify its reason and suggestions

- 2) Is the variation of training courses sufficient? And what training courses do you wish to add? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

- 3) Is the duration of training courses sufficient? And please specify the most appropriate duration of training courses? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

- 4) Are the capacities of instructors sufficient? And what qualification/ subject of instructors can realize more effective training courses? (2-1)



Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

5) Is the quality of teaching materials sufficient? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details

6) Do you think trainees dispatched by your organization did acquire skills and knowledge necessary for your organization? (1-2, 1-3, 2-1)

Please specify its reason and suggestions

7) As regards question 6), if the trainees did successfully acquire those necessary skills and knowledge, in what occasion did they utilize those skills and knowledge? And if unsuccessful, what do you expect FTTC's training courses, and how do you wish to improve the training courses? (1-2, 1-3, 2-1)

Please specify its reason and suggestions

### 3. Questions about Impacts

- 1) Did the export performance of your/Egyptian companies improve? (1-5)  
Very much    To some extent    No    Other

If the export performance of companies improved, what were the contributing factors?

- FTTC training courses/information    Companies efforts  
External factors    Other

Please provide the details

- 2) If the export performance of companies needs further effort to be improved, what should FTTC or companies do? (1-5)

Please specify

- 3) After you have participated in training course, did you find any changes caused by the project? (1-5)

#### 4. Other Question

- 1) What do you expect FTTC?

2) Any general comments on FTTC

*Thank you very much for your kind cooperation.*

**Foreign Trade Training Center in Egypt**  
**Final Evaluation Questionnaire for Business Associations**  
**(EBA, Expolink, Egyptian Exporters Association)**

Dear Madam or Sir,

This is a questionnaire for the final evaluation of the JICA/FTTC project. The project is being implemented for the duration of two years from August 2002 with the purpose of providing appropriate technical service for export personnel training.

The answers will be collected and analyzed by an external consultant hired by JICA for the purpose of evaluating the relevance and impacts of the JICA/FTTC project. Although the analyzed data of the questionnaires might be presented in public, the answer of each respondent will be kept confidential.

Please forward this questionnaire to a person who knows FTTC training courses, and have him/her fill out the blank boxes of the questionnaire. The question could be skipped if it requires information that is difficult to disclose for secrecy reason.

It would be highly appreciated if the filled-in questionnaire could be returned to KONDOH Hisahiro (JICA's consultant) by (date).

We sincerely appreciate your cooperation.

JICA Evaluation Team

Name of Organization	
Name of Respondent	
Title/Position of Respondent	

**1. Question about Relevance**

- 1) Do you think that the project is consistent with the government policies? How do you wish to improve the project for further consistency? (1-2, 2-2)

Very much     Rather consistent     No     Other

Please specify its reason and suggestions

--

- 2) Where did you find Japan's comparative advantage in the assistance for the foreign trade training center? (1-4)

Please specify

--

3) In what point do you feel that the project is the most irrelevant? And how do you wish to improve the relevance to your needs? (3-1)

Please specify

**2. Question about Efficiency**

1) Are you willing to cooperate with FTTC's training projects in near future? If so, in what field? And in what way? (4-1)

- Yes, full cooperation     Yes, but partial cooperation     No     Other

Please specify its reasons

- Areas of cooperation
- Way of cooperation (financial assistance, instructor dispatch, etc.)

2) In export promotion, what is the target activity of your organization? (4-1)

Please provide the details

3) What can your organization benefit FTTC and vice verse? (4-1)

- Benefit to your organization

- Benefit to FTTC

### 3. Questions on Impacts

1) Which impacts did the project bring about? (1-3, 1-5)

- Increase in trade-related personnel       Close government-business co-operation  
 No impact       Other

Please provide the details

2) What role does FTTC play in export promotion in Egypt? (1-4)

Please specify the details

3) Are there any other impacts but export promotion by the project? (1-5)

### 4. Other Question

1) What do you expect FTTC?

2) Any general comments on FTTC

*Thank you very much for your kind cooperation.*

**Foreign Trade Training Center in Egypt**  
**Final Evaluation Questionnaire for FTTC Clients**  
**(Trainees from Companies and Government Officials)**

Dear Madam or Sir,

This is a questionnaire for the final evaluation of the JICA/FTTC project. The project is being implemented for the duration of two years from August 2002 with the purpose of providing appropriate technical service for export personnel training.

The answers will be collected and analyzed by an external consultant hired by JICA for the purpose of evaluating the relevance, effectiveness and impacts of the JICA/FTTC project. Although the analyzed data of the questionnaires might be presented in public, the answer of each respondent will be kept confidential.

Please forward this questionnaire to a person who has attended FTTC training courses, and have him/her fill out the blank boxes of the questionnaire. The question could be skipped if it requires information that is difficult to disclose for secrecy reason.

It would be highly appreciated if the filled-in questionnaire could be returned to KONDOH Hisahiro (JICA's consultant) **by (date)**.

We sincerely appreciate your cooperation.

JICA Evaluation Team

<i>Name of Organization</i>	
<i>Name of Respondent</i>	
<i>Title/Position of Respondent</i>	

**1. Question about Relevance**

1) Please indicate the name of FTTC training course that you/your organization attended.

2) Are you satisfied with the FTTC training courses? (1-2, 1-3, 2-1)

Very much     To some extent     No     Other

Please specify its reason



- 3) What do you expect FTTC's training courses? To meet your needs more adequately, how FTTC should improve courses? (1-2, 1-3, 2-1)

Please specify its reason and suggestions

**2. Questions on Effectiveness**

- 1) What training courses provided by the FTTC were useful? And what training courses do you expect FTTC to provide in future? (2-1)

Please specify its reason and suggestions

- 2) Is the variation of training courses sufficient? And what training courses do you wish to add? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

- 3) Is the duration of training courses sufficient? And please specify the most appropriate duration of training courses? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

4) Are the capacities of instructors sufficient? And what qualification/ subject of instructors can realize more effective training courses? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details and suggestions

5) Is the number of instructors sufficient? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details

6) Is the quality of teaching materials sufficient? (2-1)

Very much    To some extent    No    Other

Please specify its reasons/provide the details

7) After having attended at training, in what occasion, did you feel that the training courses were useful to you? (2-1)

Please specify its reasons/provide the details

8) Was it useful to use computers and other IT-related equipment in FTTC's training courses? How could FTTC use computer for better training? (2-1)

- Very much    To some extent    No    Other

Please provide the details and suggestions

9) Did you face any difficulties in understanding training? And what kind of measures is effective to facilitate better understanding of training courses? (3-1)

- Very serious    With some problems    No difficulties    Other

Please specify its reasons/provide the details and suggestions

### 3. Questions about Impacts

1) Did the export performance of your/Egyptian companies improve? (1-5)

- Very much    To some extent    No    Other

If the export performance of companies improved, what were the contributing factors?

- FTTC training courses/information    Companies efforts  
External factors    Other

Please provide the details

2) If the export performance of companies needs further effort to be improved, what

should FTTC or companies do?

(1-5)

Please specify

3) After you have participated in training course, did you find any change caused by the project? (1-5)

**4. Other Question**

1) What do you expect FTTC?

2) Any general comments on FTTC

*Thank you very much for your kind cooperation.*

## エジプト貿易研修センター終了時評価調査 長期専門家向け質問票

各位

標記プロジェクトの終了時評価に関する情報収集の一環として、本質問票への回答をお願いいたします。質問は、(1)妥当性、(2)効果、(3)効率性、(4)インパクト、(5)持続発展性の5項目で構成されております。ご回答いただきました結果は、他の方法により収集した情報とともに、プロジェクトの実績・実施プロセスおよび5項目評価の判断材料とさせていただきますと考えております。

つきましては、ご回答を「評価分析」担当コンサルタント近藤久洋 ([kondoh@opmac.co.jp](mailto:kondoh@opmac.co.jp)) に送付いただけますと幸いです。お忙しいところ大変急なお願いで恐縮ですが、ご協力いただけますようお願い申し上げます。

終了時評価調査団

専門家氏名	
所属	
指導内容	

### 1. 実施プロセスに関する質問

- 1) 専門家と C/P との間のコミュニケーションは頻度・方法・内容の観点から見て適切だったと思いますか？プロジェクトの実施にあたって、より一層適切なコミュニケーションとするにはどうすべきと考えますか？ (5-2)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

- 2) 専門家と C/P とのコミュニケーションを通じて、C/P の意識・行動にどのような変化が見られましたか？見られましたか？ (5-2)

3) 技術移転方式は適切だったと思いますか？一層適切と考えられる技術移転とするには、  
どのような改善策が求められると考えますか？ (5-3)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

4) 技術移転に当たってどのような工夫をしましたか？ (5-3)

## 2. 妥当性に関する質問

1) 本プロジェクトのデザインはカウンターパートやクライアントのニーズに合致したものでしたか？ (1-2, 1-3, 2-1)

非常に合致    ほぼ合致    あまり合致せず    その他

理由

2) 上記について、最も合致していた点と合致していなかった点を指摘してください。合致していなかった点については、改善方法も記入してください。 (3-1)

- 最も合致していた点
  
- 最も合致していなかった点及び改善方法

### 3. 有効性に関する質問

- 1) 「FTTC が本格稼働する準備ができている」というプロジェクト目標は達成されたと思いますか？ (1-1, 2-1)

目標通りに達成    ほぼ達成    あまり達成されていない    その他

理由

- 2) エジプト貿易研修センターの本格稼働という目標達成にあたって、本プロジェクトはどのような貢献ができたと思いますか？ (1-1, 2-1)

- 3) 他方、プロジェクト目標の達成を阻害した要因があったとすれば、それは何ですか？それはどのように改善できると考えますか？ (3-1)

理由・改善方法

- 4) FTTC が提供する研修内容は質・量ともに改善されましたか？改善点があるとするれば、それは何ですか？また、どのようにすれば、研修内容は更に充実すると思いますか？

(2-1)

非常に改善    やや改善    改善せず    その他

理由・改善方法

#### 4. 効率性に関する質問

- 1) 専門家の派遣人数、専門分野、派遣期間、派遣タイミングは技術移転のために適切でしたか？本案件の実施を更に効率的にするには、専門家の派遣をどのようにすべきですか？

(2-1)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

- 2) 供与機材の種類・量・設置時期はプロジェクトの効率的な実施のために適切でしたか？本案件の実施を更に効率的にするには、資機材の供与をどのように行うべきですか？

(2-2)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

- 3) エジプト政府は FTTC の用地・建物・設備等の供与を適切に行っていましたか？本案件



の実施を更に効率的にするには、どのような供与が望ましいと感じられましたか？

(2-5)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

4) 研修員の受入人数・分野・研修内容・研修期間・受入時期は適切でしたか？プロジェクト実施を更に効率的にするには、研修生の受入をどのようにすべきと考えますか？(1-1)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

5) 研修生はFTTCの研修に満足していますか？一層の満足を得るにはどのような改善が必要と考えますか？ (1-1)

非常に満足    ほぼ満足    不満    その他

理由・改善方法

6) ローカルコストの負担額・内容・タイミングはプロジェクトの実施のために適切でしたか？一層効率的な実施とするには、どのような改善方法がありますか？ (2-6)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

7) C/Pの人数・配置状況・能力はプロジェクト実施にあたって適切でしたか？一層効率的な実施を行うには、どのようにC/Pの人員配置はどのようにあるべきですか？ (2-3)

非常に適切    ほぼ適切    不適切    その他

理由・改善方法

8) 建物・施設は質・規模・利便性から見て適切でしたか？改善点があれば、ご指摘下さい。

(2-4)

非常に適切    ほぼ適切    不適切    その他

理由・改善点

9) 合同調整委員会はプロジェクトの効率的な実施に役だったと考えられますか？更にプロジェクトの効率性を改善するには合同調整委員会をどのように活用したらよいと考えますか？ (3-1)

非常に役だった    ほぼ役だった    あまり役立たず    その他

理由・改善方法

10) 他機関との連携があった場合、他機関との連携によってプロジェクトの成果がより効率的に達成できたと考えますか？ (4-1)

- 非常に効率的になった    やや効率的になった    効率は変わらず  
連携自体がなかった    その他

理由

### 5. インパクトに関する質問

- 1) 本プロジェクトの実施によって、エジプトの貿易人材は育成されたと思いますか？何を改善すれば、貿易人材の育成が一層促進されると思いますか？ (1-3)

- 強く思う    やや思う    そう思わない    その他

理由・改善方法

- 2) 本プロジェクトの実施によって、エジプトの貿易振興は促進されたと思いますか？(1-5)

- 強く思う    やや思う    そう思わない    その他

理由

- 3) 上記2)の質問に関して、貿易振興が促進されたとお考えの場合、エジプトの貿易振興が達成された要因は何だと思えますか？ (1-5)

- 4) 上記 2)の質問に関して、エジプトの貿易振興を阻害した（する）要因と考えられるものは何ですか？そして、その要因はどのように解決されますか？ (1-5)

- 5) エジプトの貿易振興における FTTC の役割には変化が見られましたか？ (1-4)  
より重要になった    ほぼ不変    あまり重要でなくなった    その他

理由

- 6) 貿易人材の育成及び貿易振興以外で、本プロジェクトの実施がもたらしたインパクトは何かありましたか？ (1-5)

#### 6. 持続可能性に関する質問

- 1) 実施機関の運営管理システムは確立されていますか？未確立の場合は、改善方法もご記入ください。 (1-2)  
良好に確立    やや確立    未確立    その他

理由及び改善方法

- 2) 実施機関の運営方針・事業計画は策定されていますか？確立されている場合はそれら方針・計画が有効なものかどうか、未確立の場合はいつごろ策定されそうであるかをご記入ください。 (1-3)

良好に確立    やや確立    未確立    その他

理由

- 3) カウンターパートは今後自力で研修コースを計画、実施、評価、フィードバックしてゆくことが可能だと思われますか？困難である場合は、何をしたら可能になりますか？ (3-1)

十分に可能    ほぼ可能    困難    その他

理由

- 4) 今後自力で運営管理を行うに当たって、FTTCには財務的な持続性があると考えられますか？ (2-2)

非常にある    ややある    ない    その他

理由

- 5) 移転技術は定着していますか？一層の定着を図るには、どのようにしたらよいですか？

(3-1)

良好に定着    一部定着    未定着    その他

理由・改善方法

6) C/Pの人員配置は今後も継続される見込みですか？

(3-2)

継続    不明    余談を許さず    その他

理由

7) FTTCは今後機材の維持管理・更新を自主的に行いうると考えられますか？

(3-3)

可能    不明    不可能    その他

理由

8) 今後 JICA が FTTC に支援を行うとすれば、どのような分野への支援を優先的に行うべきと考えますか？

(4-1, 4-2, 4-3)

研修コースの開発及び貿易関連情報の提供    教材の開発  
教官の能力開発    事務能力の強化  
資機材の拡張・改善    その他

理由

**7. その他**

- 1) このプロジェクトについて、JICA・FTTCに希望すること等がありましたら記載してください。

- 2) その他ご意見等がありましたら記載してください。

ご協力どうもありがとうございました。

**Foreign Trade Training Center in Egypt**  
**Final Evaluation Questionnaire for Donor Organization**

Dear Madam or Sir,

This is a questionnaire for the final evaluation of the JICA/FTTC project. The project is being implemented for the duration of two years from August 2002 with the purpose of providing appropriate technical service for export personnel training.

The answers will be collected and analyzed by an external consultant hired by JICA for the purpose of evaluating the relevance and impacts of the JICA/FTTC project. Although the analyzed data of the questionnaires might be presented in public, the answer of each respondent will be kept confidential.

Please forward this questionnaire to a person who knows FTTC training courses, and have him/her fill out the blank boxes of the questionnaire. The question could be skipped if it requires information that is difficult to disclose for secrecy reason.

It would be highly appreciated if the filled-in questionnaire could be returned to KONDOH Hisahiro (JICA's consultant) by (date).

We sincerely appreciate your cooperation.

JICA Evaluation Team

Name of Organization	
Name of Respondent	
Title/Position of Respondent	

**1. Questions about Efficiency**

1) How have you been involved in the FTTC's projects? (4-1)

2) Are you willing to cooperate with FTTC's training projects in near future? If so, in what field? And in what way? (4-1)

Yes, full cooperation     Yes, but partial cooperation     No     Other

Specify its reasons



- Areas of cooperation
- Way of cooperation (financial assistance, expert dispatch, etc.)

3) If you are willing to cooperate with FTTC's project, what are the target activity, target and target group of your organization? (4-1)

- Target activity
- 
- Target group (large-scale companies, SMEs or foreign business)

4) If you are willing to cooperate with FTTC's project, what can your organization benefit FTTC and vice verse? (4-1)

- FTTC's benefit to your organization
- Your benefit to FTTC

## **2. Other Question**

1) What do you expect FTTC?

2) Any general comments on FTTC

*Thank you very much for your kind cooperation.*

### 付属資料 3. 主要訪問先面談録



## 主要訪問先面談録

### 1. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	調査方針と研修計画について	日時	2004年3月7日 11:00-14:00
面談者	Dr. Said Talaat Harb, Executive Director Dr. Mohamed Zakaria, Director of Training Department Mr. Osama Ali Ahmad, Manager of Finance and Administration Ms. Hala Gidamy, Director of Information Technology Ms. Nancy Hathout, Training Department		
訪問者	浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤 (コンサルタント)		
(1) 自己紹介と導入 <ul style="list-style-type: none"> <li>● 今回の浅野短期専門家と終了時評価調査団の訪問を嬉しく思う。特に浅野短期専門家と一緒に意見交換をできることを興味深く思っている。</li> </ul>			
(2) 研修計画の立案 <ul style="list-style-type: none"> <li>● 研修計画の立案は training needs assessment を行い、それを元にスケジュールを立て、JICA と FTTC で協議の上、どのような科目を実施するのか決定している。必要性とコース目的をチェックしながらコース立案をしている。</li> <li>● これまで研修を実施した結果、政府からの研修生は研修職免を取れることから午前中のセッションに研修参加したい希望があることを確認し、他方民間企業の研修生は日中に業務があることから午後か夕方のセッションに受講希望がある。</li> <li>● これまでの研修では、全てのモジュールを統合した Main Export Courses (Qualified Export Specialist コースは最長研修期間を要する総合研修であり、これからも強化したい) の実施に priority を置いてきた。それは全モジュールを統合していることに加え、研修生からのニーズも高いからである。ゆくゆくはこのコースに diploma コースを開設したいと考えている。</li> <li>● トレーナーの確保については 60 人程度が参加したトレーナー研修を実施した。</li> <li>● Certificate/diploma コースについては、エジプト社会では Certificate というものが重要であるので、Certificate 無しなら高価に思える研修も、Certificate の授与があれば、トレーナー研修にも多くの参加が見込まれる。Certificate コースについては FTTC から既に出しているが、大学等の修了証の方がより人気があるので、カイロ大学とアラブアカデミーと協議中である。</li> <li>● FTTC の研修コースは practical であることを重視しており、それにより、カイロ大学・アラブアカデミーと差別化を図っている。特に Module 3 の「External Environment」科目はその一例だ。また、貿易関連工場の見学会、ロールプレイ・演習問題も導入し、方法・内</li> </ul>			

容ともに工夫している。シミュレーションコース（模擬店舗）を第二フェーズで実施できればいいと考えている。

- トレーナー訓練については、急いで体制を整えたので、そのための時間がなかった。トレーナーの選抜は、教授クラスを招請するのではなく、CVを見てトレーナーの能力を見極めている。最初の一年で、どのような人材が適切か、ほぼわかってきた。なお、トレーナーの評価が報酬に反映するシステムは採用されておらず、一律である。しかし教材を作成してきたトレーナーについては、その分の報酬を支給し、優秀なトレーナーには担当授業のコマ数を増やしている。IT担当講師の場合、40人の候補から選抜試験を実施し、active listを作成の上、知識・プレゼンテーション能力から評価を行い、能力不足の候補者には Training for Trainers を実施。研修を担当している講師についても、所長がその研修に同席して、評価を行っている。
- 講師のモチベーションを引き出す方法については、まだ開所後2年ということもあり昇進での対応はしていない。先述の教材作成への報酬と、優秀教官へのコマ数追加が方法と言えるが、今まで実際に適用があったのは、コマ数追加のみである。なお、FTTCは教材作成を奨励しているものの、講師が教材を作成してくるかどうかは、講師次第となっている。
- 今のところ常勤講師はいない。常勤講師というステータスを与えることは確かにモチベーションにもなりうるし、FTTCの信用アップにもつながるので、浅野短期専門家に詳細を伺いたい。
- 年次計画は年次ごとに作成するが、開設後間もなく、MOFT大臣の意見等でまだまだ変更が多く、半年ごとの計画も立案している。また、新聞には2ヶ月ごとに広告を出している。
- FTTCはその役割をアラブ・アフリカのリージョナルな研修センターにまで高めたいとする意向（Dr. Said, Dr. Zakaria）を持ち、既に計画・行動に移っている。なお、やや飛躍となるが、Dr. Zakariaは、「JICAは他の発展途上国に稲作技術を提供しており、最高の米生産性を誇るエジプトと組めば、アフリカ諸国の稲作推進に貢献できるはずだ。JICAにとっても、FTTCがJICAの片腕となって研修プログラムを立案・実施することはプラスなのではないか？」と、FTTCを regional training center とするためにFTTCの研修内容を農業分野の技術研修にまで拡大する見解を示唆している。
- Dr. Saidが考えるFTTC成功のための鍵は、①研修の質が高いこと（コースと教材。これが基本）、②教官の質が高いこと、③コミットメント、の3点である。特に③は日本にあって、エジプトにはない初期条件であるとDr. Saidは指摘した。
- 浅野短期専門家が「FTTCの研修はこれまで product out（提供者の論理）から、今後は customer oriented（顧客重視型）に変えるべきではないか」と提案すると、サイド所長はそのためにはコース・パンフレットをどうすべきかを教えてほしいとの反応があった。浅野短期専門家のアドバイスによると、第一フェーズはまずは本格稼働が目標だったのだから、第二フェーズでは研修の質の向上に目標を置いてみてはどうかとの提案があった。

- 政府からの研修参加者は、中小企業のコンサルティングをしているので、貿易実務の知識が必要とされている。

## 2. 在エジプト日本大使館

機関名	在エジプト日本大使館		
目的	調査方針と研修計画について	日時	2004年3月7日 16:30-17:00
面談者	藪中 克一 一等書記官		
訪問者	JICA エジプト事務所向井所員、浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤（コンサルタント）		
<ul style="list-style-type: none"> <li>● エジプト政府が貿易赤字とその対策としての輸出振興に重点を置いている以上、この案件は重要と考えている。</li> <li>● 人材開発はじっくりやらないとうまくいかないことを外務省本省にも掛け合っている。</li> </ul>			

## 3. JICA エジプト事務所

機関名	JICA エジプト事務所		
目的	調査方針と研修計画について	日時	2004年3月7日 17:30-18:30
面談者	岩間次長、向井所員		
訪問者	浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤（コンサルタント）		
<ul style="list-style-type: none"> <li>● 今回のコースについては、FTTCは自力で対応できるだろう。しかし、今後自分たちでカリキュラム開発ができるのかという自立発展性についてはわからない。10年間同じ教材を使って、同じ研修内容を繰り返してきた事例は他国の案件でもある。実施してみてもフィードバックが重要だ。</li> <li>● Annex 一覧について、既にある資料と収集が必要な資料を分類しておいてほしい。</li> <li>● 浅野短期専門家の指摘：研修内容をより customer-oriented にすることで、研修生に応じた柔軟なプログラム編成ができる。量は質を保証するので、まずはどんどん研修を打って、そこから FTTC 自身が学べればよいのでは？</li> </ul>			

## 4. 長期専門家

機関名	JICA 長期専門家		
目的	案件評価と自立発展性について	日時	2004年3月8日 8:45-10:00
面談者	吉次長期専門家、坂田長期専門家、		
訪問者	近藤（コンサルタント）		
長期専門家向け質問票を参照。			

## 5. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	受講生募集の Promotion Scheme について	日時	2004年3月8日 10:30-11:30
面談者	Ms. Hala Gidamy, Information Technology		
訪問者	浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● 研修生の promotion にあたっては、business associations (EBA, Expolink)、16 の商品セクター、industrial zones からの企業リストを 1,000 社分持っている (ただし転居等で無効となった連絡先も多く、現在有効なのは 600 社程度)。それら企業には、ダイレクトメールと fax で promotion を行っている。500 社に出して、100 社から反応があった。その他、新聞に広告を毎月か出しているし、雑誌社に一度取材されたものが記事になっている。また、Awareness Seminar を 2002 年に 3 回実施し、EBA から 23 人、EGEA (農業団体) から 32 人、DBWEAA (女性起業家団体) から 90 人の出席者を得ている。なお、政府と企業ともに fax 内容は同一である。</li> <li>● 今後の promotion は、ホームページ、会社訪問、News Letter (月刊) を使うことも検討している。</li> <li>● Promotion を行う場合、送信先は①大企業 (General Manager と Training Managers) と中小企業 (owners)、②政府 (MOFT と Investment Authority の高官)、③business association (chairman) であり、学卒新人者を対象にした promotion は行っていない。</li> <li>● FTTC の研修コースのセールスポイントは①Export-oriented であること、②practical であること、である。</li> <li>● IT 研修は、インターネットブラウザ、データベースデザイン、パワーポイント、ウェブデザイン入門で構成されており、これを diploma コースにしたいと考えている。</li> <li>● 研修から得られる便益について、今のところ政府の研修生と民間企業研修生を区別していない。従って、同一科目の場合、政府・民間からの研修生は研修内容も同一である。</li> <li>● Promotion が輸出促進につながったエピソードとしては、次のような事例を挙げていた。採石産業の小企業が輸出を検討していた折りに、FTTC の研修を知った。2-3 科目を履修し、その後社員にも受講させ、輸出につなげていった。今後はこのような成功事例を News Letter やホームページで紹介することも一案である。</li> <li>● Promotion の問題としては、エジプトでは最新情報に更新・アクセスすることが難しいことである。</li> </ul>			

## 6. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	財源について	日時	2004年3月8日 13:00-14:00
面談者	Mr. Osama Ali Ahmad, Manager of Finance and Administration		
訪問者	近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● FTTC の財源は MOFT から助成された 50 万ポンドを基本とし、研修事業からの収入 150 万ポンド (2002-2004 年の合計) となっている。比較的財政状況は安定しているが、現在、promotion program を実施しているので、これで研修生が増えれば、さらに収入が増えるだろう。実際にコースからの収入は高い。</li> <li>● 現在コースの増設で取り組んでいるのは、①アラブアカデミーと共催の MBA in International Market (既に実施開始) と、②ケンブリッジ大学との Certificate コース (3 月末に開講予定)、③カイロ大学との Diploma コース (協議を開始した段階) である。③は協議を開始した段階とはいえ、カイロ大学の反応は良好である。</li> </ul>			

## 7. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	財源について	日時	2004年3月9日 10:00-10:20
面談者	Mr. Osama Ali Ahmad, Manager of Finance and Administration		
訪問者	近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● 質問票の補足質問を実施。</li> </ul>			

## 8. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	財源について	日時	2004年3月9日 10:00-10:20
面談者	Dr. Said Talaat Harb, Executive Director		
訪問者	近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● 各研修コースの受講を希望する者の waiting list は決して長くない。待機者は 30 人以下である。FTTC の問題は、朝のコースを希望する政府職員と夕方の研修を希望する民間企業社員のために、講師の負担が重くなっているということになる。</li> <li>● 貿易振興の実務政策に政府職員も採用するという例はここだけである。FTTC の設置に当たっては、東アジアの経験についても既に学習している。</li> <li>● 今後のコースは、単位・修了試験が明確になった diploma コースの設置であり、これを MBA コース進学への条件 (prerequisite) とする。</li> <li>● FTTC を regional training center とする構想は次第に現実味を帯びてきている。イラクは外</li> </ul>			



国貿易省の全職員を FTTC にて再研修させたいとの要請を口頭ながらしてきている。また、スーダン、ヨルダン、シリアからも類似研修センターの設立をしたいとの話もある。

- FTTC の職員増加はその時の事業拡大に応じて徐々に行えばよい。
- 今後 FTTC を変えたいとすると、業務を systematize したいと思う。Check list に従って、FTTC の職員が自らできるようになりたいと思う。
- 今後 FTTC が目指すのは、①New services の提供（regional center 構想、e-learning コース）、②質の向上、③量の増加、のどれも目指したい。お互いリンクしているので、どれかに絞ることは難しい。
- 財政問題については、政府機関でありながら自立しているというコンセプトに満足している。今後は研修プログラムの増加と diploma コースの提供によって、収入も安定する。政府予算に依存すると、制約を受けるので、望んでいない。

## 9. Egyptian International Trade Point, MOFT

機関名	Egyptian International Trade Point, MOFT		
目的	MOFT の FTTC への期待	日時	2004 年 3 月 9 日 15:00-16:00
面談者	Mr. Salama Hassa Afifi Farahat, Mr. Hossam Younes		
訪問者	吉次長期専門家、近藤（コンサルタント）		
	<ul style="list-style-type: none"> <li>● MOFT が育成したいと考えているセクター・企業は、食品・電気機器といったセクターの中小企業である。そのために、Trade Point は 14 の Sub-Point で関税・金融・輸送といった面から輸出の促進を行おうとし、無料のサービスを提供している。また、2004 年だけでも、中小企業の輸出促進を目的としたセミナー・conference を 4 回開催している。これからは e-commerce を推進したいと考えている。</li> <li>● 日本が FTTC を支援する比較優位はあると思う。E-commerce を推進したいという希望もあり、JETRO 構想もあるので、日本支援の継続は望ましい。</li> <li>● MOFT から FTTC に期待するのは、貿易実務に詳しい人材の育成である。実際に Sub-trade points には FTTC 研修を修了した者がいる。また、FTTC がアラブ地域の regional training center となる構想には大賛成する。政府としての具体的な支援策はないが、ホームページでの広報のできるのではないか？この構想に日本の支援も関与してくれることを期待している。</li> <li>● MOFT 職員が FTTC 研修に参加して MOFT 内で見られたインパクトとしては、受講してきた職員がホームページを作り、e-commerce や輸出関連情報を盛り込むようになったことが挙げられる。</li> <li>● FTTC 研修には政府職員の参加者が多いが、これは民間企業と異なり政府には研修費用を出せない以上やむを得ない。</li> <li>● 輸出促進には輸出商品の開発が必要になるが、工業省（Ministry of Industry）は FTTC の</li> </ul>		

役員会にはメンバーを出していない（FTTCはMOFT管轄なので）。しかし、一部人事交流により情報の交換をするようになってきている。

#### 10. Imtenan Co. for Trade and Export

機関名	Imtenan Co. for Trade and Export（中小企業；従業員数 150 人；食品産業）		
目的	FTTC 研修コースの受講者評価について	日時	2004 年 3 月 10 日 10:30-11:15
面談者	Mr. Ali Mostafa, Export Manager		
訪問者	吉次長期専門家、近藤（コンサルタント）		
<ul style="list-style-type: none"> <li>● Imtenan Co. for Trade and Export は蜂蜜の生産・販売・輸出を手がける企業で、湾岸諸国を中心に北米、アフリカ諸国に輸出を行っている。蜂蜜好きといわれるイラクにも支店を構えている。従業員は 150 人おり、蜂蜜の収穫期（6 月～8 月）にはこれに別途 100 人を臨時雇用する。</li> <li>● 顧客の発掘には、自分の人脈を活用したり、MOFT の International Trade Point を活用している。</li> <li>● 当企業は輸出のさらなる促進を目指して、FTTC 研修に参加した。</li> <li>● 研修受講後、職場に戻った後に研修内容については他の職員に情報提供した。</li> <li>● Mr. Ali Mostafa は自ら International Marketing Course に参加した。研修内容には非常に満足しており、従業員にも研修参加を希望している。また、今後 International Marketing の上級コースや e-commerce コースができれば Mr. Ali Mostafa 自身が研修に参加したいと述べた。</li> <li>● 詳細については質問票回答を参照</li> </ul>			

#### 11. Nag-Hamady for Wood Fabrication and Production Co.

機関名	Nag-Hamady for Wood Fabrication and Production Co.（中小企業；従業員数 300 人；合板産業）		
目的	FTTC 研修コースの受講者評価について	日時	2004 年 3 月 10 日 12:30-13:20
面談者	Mr. Safwat Abdel Azem, Procurement Manager Mr. Sameh Mahmoud Khalil, Import and Export Specialist		
訪問者	吉次長期専門家、近藤（コンサルタント）		
<ul style="list-style-type: none"> <li>● Nag-Hamady for Wood Fabrication and Production Co. は 1997 年に 10 人の従業員で設立・操業開始した合板生産・販売企業である。ドイツの技術協力・機器供与を受けながら、主力製品の合板をアラブ諸国に輸出している（東アジア・欧州等は既に競合相手があり、参入が難しいとの見解を示した）。従業員は現在 300 人程度にまで増加し、輸出担当職員は合計 3 人いる。</li> <li>● 顧客の開拓にあたっては、MOFT の International Trade Point と Foreign Exhibition（GOIEF</li> </ul>			

主催。ケニア、スーダン、中東諸国等で開催) を活用しているという。FTTC には輸出先の顧客に関する情報があるかは知らない。もしも輸出促進にあたってのコンサルティング業務があれば、それは wonderful である。

- 研修受講の経緯は、Mr. Safwat Abdel Azem 氏が FTTC 研修事業に関する新聞広告を見て興味を感じ、人事担当に研修参加希望を申し出て、Mr. Safwat Abdel Azem 氏が研修参加を認められた。なお、人事担当者自身もその他機関主催の研修に熱心に参加しており、Nag-Hamady for Wood Fabrication and Production Co.社は職員の研修参加に好意的であることが確認された。
- FTTC では Risk Management を受講し、研修後職場に戻ってから、輸出に伴うリスク事例（支払い上の重要書類を顧客に送付してしまったが故に代金支払いがなされなかったイエメンの事例）を他の職員とともに議論しあったという。それ以降、顧客には advanced payment を一貫して要求するなど、リスクの軽減のために慎重な取引ができるようになったと指摘していた。また、Mr. Safwat Abdel Azem 氏自身はこれまで貿易実務への従事経験が比較的豊富なものの、FTTC 研修前は体系的に知識を整理できていなかったため、部下に実務を教えることもできなかったが、研修受講後は知識を整理し、教えられるようになったという。ただし、教材の書きぶりが項目の列挙のみで各項目への説明がないため、研修後に再度参照しようと思っても項目の内容まで思い出せないことがあるという。
- 今回は Mr. Safwat Abdel Azem 氏のみでの研修参加だったが、部下の Mr. Safwat Abdel Azem 氏も FTTC 研修への出席に意欲的で、上司の Mr. Safwat Abdel Azem 氏も部下の研修参加を支持していた。
- 詳細については質問票回答を参照

## 12. FTTC

機関名	貿易研修センター (Foreign Trade Training Center: FTTC)		
目的	研修事業について	日時	2004年3月10日 14:25-14:40
面談者	Mr. Osama Ali Ahmad, Manager of Finance and Administration		
訪問者	近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● FTTC は各機関の要請に応じて FTTC 職員 (Dr. Zakaria) を派遣し、研修を「出前」するサービスを行っている。現在は DBWEAA など合計 3 機関にこのようなサービスを行っている (DBWEAA の場合、月 1 回の講習を 1 年で 12 回実施している)。現在のところ、この研修サービスへの需要は高くないが、今後もこの事業を行ってゆくつもりである。職員不足になったときは、ロスター制度に登録されている講師を派遣したい。</li> <li>● FTTC は研修機関であるので、輸出業者向けに顧客紹介サービスをしていない。ただ、問い合わせがあった場合は、MOFT の International Trade Point 等を紹介した。また、3 月 1 日からサービス開始予定 (遅延中) の Trade Map と呼ばれる顧客データベースを FTTC 研</li> </ul>			

修生が FTTC のパソコンからアクセスできるようにする (研修生以外がアクセスすることはできない)。

### 13. Alumisr Egyptian Co. for Aluminium

機関名	Alumisr Egyptian Co. for Aluminium (大企業; 従業員数 600 人以上; 鉄鋼産業)		
目的	FTTC 研修コースの受講者評価について	日時	2004 年 3 月 11 日 10:15-11:15
面談者	Mr. Alaa Salama		
訪問者	吉次長期専門家、近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● Alumisr Egyptian Co. for Aluminium 社は 1997 年に 125 人の従業員で設立されたアルミ棒製造販売企業で、現在の従業員は 600 人を数える。輸出担当部署には、輸出販売とマーケティングを担当する者が 3 名、export operation (輸出の書類作成等を担当) を担当する者が 3 名、合計 6 名配属されている。</li> <li>● 輸出の主力製品はアルミ棒であり、現在アラブ諸国、西アフリカ、ドイツ、イギリス、アイルランドに輸出している。今後はアルジェリア等の顧客を開拓したいと考えている。顧客の開拓に当たっては、展示会やインターネット、外国への企業訪問といった方法をとっている。</li> <li>● Mr. Alaa Salama 氏は 1990 年に当社に就職したエンジニアである。Mr. Alaa Salama 氏は Export Strategy for International Marketing と Risk Management の科目を履修した。</li> <li>● 研修費用は会社負担である。会社側は「研修は少額で済む投資」と考えている。</li> <li>● FTTC の研修を知ったのは、一度目の研修が新聞、二度目の研修が FTTC からのメールだった。Brochure を人事担当者に送るとよい。Brochure があれば、人事担当者が人事育成計画を立案する際にも役立つはずだ。</li> <li>● 研修後に実務に活用できている研修内容を挙げると、契約書を作成する際に、FTTC の教材にあるチェックリストを参照しながら行っていることが該当すると思う。</li> <li>● FTTC の研修内容にはとても満足しており、他の職員にも勧めている。</li> <li>● 今後自分が FTTC 研修に再度参加するなら、応用編に参加してみたい (全くの別科目にも関心を示す)。</li> <li>● 今後 Alumisr Egyptian Co. for Aluminium 社が輸出を伸ばすには、会社上層の職員には top management、TQM、輸出実務を学び、工場のブルーカラー層の職員に生産管理・品質管理を学ぶことが必要だと思う。研修に参加した上層部が部下の教育・指導をしようと思っても、時間が無い。</li> <li>● 研修の時間にもう少しゆとりがあれば、ディスカッションの時間をとれ、有意義だと思う。</li> <li>● ・その他の詳細については、質問票回答を参照。</li> </ul>			

#### 14. El Mehwar Co.

機関名	El Mehwar Co. (零細企業；従業員数7人；流通代理業)		
目的	FTTC 研修コースの受講者評価について	日時	2004年3月11日 11:30-12:30
面談者	Mr. Ibrahim Raafat		
訪問者	吉次長期専門家、近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● El Mehwar Co.社は1989年に設立された従業員7人の鉄筋の零細流通代理店である。7人全員が国内取引を担当している。これまでは国内での流通のみを取り扱ってきたが、数年前から新たな市場を求めて輸出を検討してきている（輸出実績はまだない）。そこで international marketing について知りたいと思っていた。</li> <li>● FTTC 研修を知ったのは、第一回目の研修 (Export Risk Management コース) の際には新聞広告で、受講後に FTTC から電話で別の研修を紹介された。</li> <li>● FTTC の研修にはほぼ満足しているが、FTTC の研修受講後、他の職員に研修内容を教えたことはない。部下を FTTC 研修に派遣する予定もない。</li> <li>● まだサプライヤーを探している段階であり、輸出先の顧客を捜す段階に至っていないが、これまでクロアチアとアラブ首長国連邦の企業からの輸出の問い合わせがあった。</li> <li>● 今後参加を希望しているのは、Qualified Export Specialist コースと Export Documentation and Procedures コースである。</li> </ul>			

#### 15. 在エジプト日本大使館

機関名	在エジプト日本大使館		
目的	研修計画について	日時	2004年3月11日 16:00-16:40
面談者	藪中 克一 一等書記官		
訪問者	JICA エジプト事務所向井所員、浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● 浅野短期専門家の調査結果を説明。</li> </ul>			

#### 16. JICA エジプト事務所

機関名	JICA エジプト事務所		
目的	研修計画についての JICA 事務所への報告	日時	2004年3月11日 17:30-18:20
面談者	岩間次長、向井所員		
訪問者	浅野短期専門家、吉次長期専門家、坂田長期専門家、近藤 (コンサルタント)		
<ul style="list-style-type: none"> <li>● 浅野短期専門家の調査結果を受け、岩間次長は FTTC プロジェクトが予想以上の進捗と効果を出していることを確認した。</li> <li>● 向井所員からは、「所長や副所長がもしも退職・転職した場合はどうなるか」「あるいは</li> </ul>			

IT 担当部長や Nancy 事務員がいなくなった場合はどうなるか」との質問があった。その質問に対し、浅野短期専門家は、職員の退職・転職のリスクを認めながらも、それ故に FTTC 業務の属人性からシステムへの技術移転を強調した。

## 17. WTO Department, MOFT

機関名	WTO Department, MOFT		
目的	FTTC の研修について	日時	2004 年 3 月 15 日 11:00-12:15
面談者	Mr. Waleed El Nozahy, Head of Department Mr. Amr Ahmed Saleh, International Trade Policy Researcher Ms. Noura Abdelwahab, Technical Assistant to the First undersecretary		
訪問者	近藤 (コンサルタント)		
<p>(1) Mr. Waleed El Nozahy, Head of Department</p> <ul style="list-style-type: none"> <li>● Mr. Waleed El Nozahy は MOFT の WTO 部長である。日本政府に 3 度招待され、WTO 政策について議論してきた。部下職員を FTTC 研修に派遣すると同時に、自らも FTTC の研修講師を引き受けている。</li> <li>● Mr. Waleed El Nozahy によると、研修を受けてきた職員について、経済分析能力が上がったという。MBA コースを受講中の職員については、問題解決への態度が変わることを期待している。</li> <li>● Mr. Waleed El Nozahy は FTTC 研修に期待を寄せており、今後も研修生を派遣したいとのことであった。</li> <li>● 政府用研修コースと企業用研修コースの内容を分けるかどうかについて、現在職員が受講しているのは、政府用に tailored された科目なので、特に問題はないが、政府と企業が一緒のカリキュラムと一緒に学ぶとしても、それは企業人とのコミュニティを作る上でプラスになるとの認識を Mr. Waleed El Nozahy は示した。</li> <li>● FTTC の Board Member に工業省からのメンバーがいないことについて、別のチャンネルで交渉はできるので、別にかまわないとの認識であった。</li> </ul> <p>(2) Mr. Amr Ahmed Saleh, International Trade Policy Researcher</p> <ul style="list-style-type: none"> <li>● Mr. Amr Ahmed Saleh は FTTC 研修の受講生であると同時に、FTTC との contact person である。政府研修コースと企業研修コースが区別されていないことについて、官民合同の研修であれば、むしろお互いにバックグラウンドが異なるので興味深いと指摘した。</li> <li>● 品質管理での日本の優秀さを研修で初めて知ったので、品質管理技術を比較優位として研修を続けてほしいと指摘した。</li> </ul>			

## 18. Development of Business Women Export Ability Association (DBWEAA)

機関名	Development of Business Women Export Ability Association (DBWEAA)		
目的	FTTC の研修と将来の計画について	日時	2004年3月16日 10:00-10:40
面談者	Dr. Nadia Abou Auf, Chairperson		
訪問者	近藤 (コンサルタント)		
<p>● DBWEAA は女性による輸出の促進をはかるために期待された。これまでエジプトでは政府等パブリック・セクターには女性職員が比較的に見られるものの、民間セクターには女性が少ないという現状があった。この問題に対し、女性による輸出活動の促進という角度から取り組むため、DBWEAA は活動している。DBWEAA は FTTC 研修にメンバーを派遣している。</p> <p>(1) 妥当性について</p> <ul style="list-style-type: none"> <li>● FTTC のプロジェクトは輸出強化という政府の重点政策と一貫性がある。</li> <li>● 日本の支援の比較優位は、技術とノウハウの蓄積を享受できるところにあり、特に e-commerce での支援を望みたい。他のドナーと異なり、日本の支援には技術支援があり、finance を得るよりも、capacity-building に役立つ点を評価している。</li> </ul> <p>(2) 効率性について</p> <ul style="list-style-type: none"> <li>● DBWEAA と FTTC は既に協力関係にある。今後は DBWEAA の所在地にあたるアレキサンドリアに FTTC が講師を派遣し、そのための準備を DBWEAA が行うという協力にしたいと考えている。ゆくゆくは研修コースの FTTC/DBWEAA 共同開発も期待したい (なお、現在受講している研修は特に DBWEAA 用に作成されたものではなく、一般用途の研修)。</li> </ul> <p>(3) インパクトについて</p> <ul style="list-style-type: none"> <li>● FTTC のスキル向上研修によって、メンバーの知識面では大きな変化が見られなかったものの、スキルは向上した。</li> <li>● 詳細は質問票回答を参照</li> </ul>			

## 19. GOEIC

機関名	GOEIC (G..O.EXP.&IMP.CONTROL.)		
目的	FTTC への評価、期待などについて	日時	2004年3月16日 10:00-10:50
面談者	Mr.Osama Mohamed Abdelmomen (General Manager, Publish Relation & Int'l Affairs Dept.) Mr.Mohamed Shawke El Saide (Director, Geneal Trading Dept.) Mr.Hany Mamdouh Mostafa (Origin Exp.)		
訪問者	若杉 (JETRO)		
<p>C/P 向け質問票を参照</p> <p>以下、補足</p> <ul style="list-style-type: none"> <li>● GOEIC には 4,000 名の職員がおり、本部（カイロ）の他、アレキサンドリア、スエズなどを含む 26 の支部がある。主に輸出入の関税に関する業務を行っている。</li> <li>● 既に 2 名の職員が FTTC のコースを受講し、現在 6 名程が受講中である。近い将来には、約 35 名にコースを受けさせたいと考えている。</li> <li>● GOEIC 内でも職員に対する研修は行っているが、業務に必要な一般的な内容であり、FTTC のような専門的な内容は含まれない。FTTC には MBA コースなどもあり、高く評価している。</li> <li>● GOEIC の業務内容から、①Computer skill、②語学（特に英語）、③International Agreement などの分野におけるコースがあるとよい。</li> </ul>			

## 20. Arab Academy (Cairo)

機関名	アラブアカデミー (Arab Academy for Science and Technology Graduate School of Business)		
目的	FTTC への協力、FTTC の評価について	日時	2004年3月16日 14:20-15:30
面談者	Dr. Ali Swelam (Assistant Dean)		
訪問者	若杉 (JETRO)		
<p>(1) 組織概要</p> <p>① 本部 (Head Office) : アレキサンドリア、支部: カイロ (※)、ジェッダ、ダマスカス ※今回訪問したのは、カイロにあるアラブアカデミーのビジネススクール。</p> <p>② 人員構成</p> <ul style="list-style-type: none"> <li>● 講師: 現在、フルタイムとパートタイムの講師の人数は約 80 名。パートタイムは時期によって人数が変わる。</li> <li>● スタッフ: 約 60 名</li> </ul> <p>③ コースの数: 約 200 コース</p>			



- ④ 本校の活動目的と特徴：マーケット・ニーズに基づく、またビジネスマンの要望に合った実用的な教育プログラムを提供すること。IT、Marketing、Human Resource、Health Care、General Training など様々な分野における特化した内容のプログラムを実施している。

(2) FTTC への協力内容

- 教育分野におけるニーズに合致したプログラムを実施する教育機関であることから、(Ministry (MOFT?)) 要望に合った国際マーケット分野の MBA コースのデザインするという明確な責任を担っている。
- FTTC とは良い協力関係にあり、1 つチームとして (コースの実施に) 務めている。また、FTTC はアラブアカデミーの academic procedure を受け入れている。
- 協力の対象となる活動としては、さらなる国際マーケット分野の MBA コースにおける協力、また Research Program、Training Program などがある。これらは、特に政府機関で輸出部門に携わるマネージャー・クラスの人々にとって有益であろう。また、これらの関連分野における研修や調査も対象になりうる。
- 対象者としては、①政府又は政府関連機関の幹部クラス、②大企業、③中小企業が対象になる。
- FTTC への協力における benefit について、アラブアカデミー側にとっては、まず金銭的な利益はないし、それは求めている。教育機関として地域に貢献するという使命と哲学に基づいて協力を行っている。一方、FTTC 側への benefit としては、非常に実用的な学問を提供しており、また理論の枠にとらわれない個別具体的な教育内容を提供できるという点が挙げられる。
- FTTC に対するその他のコメントとして、ポジティブなこととしては、①良い立地環境になること、②教室などの施設が整っていること、③非常によくオーガナイズされていること、④スタッフが良く働いていることが挙げられる。強いてネガティブな点を挙げるとすれば、見本市公団の敷地内にあることから、見本市が開催されている期間は、騒音が講義の妨げになることである。例えば、防音対策などを行い、静かな環境を整える必要があるのではないか。

## 21. Federation of Egyptian Industries

機関名	Federation of Egyptian Industries		
目的	FTTC についての意見交換等	日時	2004年3月20日 16:30-17:45
面談者	Dr. Abdel Moneim Seoudi (Chairman) Mr. Abdel Moniem Bekhit (Director General) Mr. Khaled Abdel Azzim Khalifa (Deputy Director General) Ms. Nevine Eltawdy (International Relation Manager)		
訪問者	FTTC 終了時評価調査団：団長・総括 十郎正義 (JICA)、技術移転計画 古市信義 (国内委員会委員長)、評価管理 酒本和彦 (JICA)、貿易研修 若杉由香子 (JETRO) JICA エジプト事務所：所長 下村則夫、所員 向井直人		
<p>(1) Federation of Egyptian Industries の成り立ち、活動内容等の紹介</p> <p>(7) 1910 年に設立、その後組織変更が数回あり、1958 年に現在の Federation of Egyptian Industries になった。本連盟は、政府からの支援は受けておらず、独立した組織である。</p> <p>(4) 本連盟は、テキスタイル、IT、テレコム、食品、化学製品、医薬品、建設などの約 25 の部会がある。今後は、新しい政策として人材育成などの分野にも取り組んでいきたい。</p> <p>(ウ) 本連盟には評議委員会があり、21 名の委員がいる。</p> <p>(2) JICA の FTTC への支援、FTTC 最終評価調査に関する概要説明</p> <p>(7) FTTC への支援を開始して約 1 年半が経った。本プロジェクト (2 年間の第 1 フェーズ) が終了するにあたり、終了時評価を行っているところ。</p> <p>(4) 今後、FTTC はエジプト国内向けの研修だけでなく、周辺国も対象にした地域の貿易研修センターに発展することを目指している。</p> <p>(3) FTTC についての意見交換</p> <p>(7) 現在、エジプトの企業は、ビジネス拡大が進まず苦しんでいる。また、失業率は 10% であることから、雇用拡大が望まれている。(Federation 側)</p> <p>(4) FTTC は民間セクターとのつながりを重視してほしい。本連邦が協力できることがあれば言ってほしい。(Federation 側)</p> <p>(ウ) 今後、FTTC と良い協力関係を築いて頂きたい。また、FTTC に対する要望などがあれば、FTTC 側に伝えてほしい。(調査団側)</p>			