

## TRACECA / BENCHMARKING EXPERT GROUP MEETING –

DATE: 20.08.14

VENUE: CHISINAU, MOLDOVA

### 1. Expert group meetings outcomes:

1. The Expert group endorsed the approach of benchmarking as a tool for performance appraisal and improvement monitoring.
2. The LPI results and indicators can be deployed for the BCP benchmarking. Also the experience of using survey questionnaires to target groups.
3. Experts endorsed the Methodology with following comments:
  - Necessity of additional sub-indicators for ***rail and maritime*** BCP.
  - use the information of the opposite side of the BCP, when performance is evaluated. (e.g. polish side)
  - the questionnaire will be sent to Freight forwarders, haulage and Export companies as stakeholders.
  - based on the test results of methodology; the information of state organizations does not match with the data collected.
  - not to include further category of ***"dangerous goods"*** in addition to food/non food products. The reason behind is that the process for "dangerous goods" might be more complex but the approach is the same in all BCP. The selection of this category will have no impact on the final result.
  - necessity for using a methodology to compare both international and internal Performance Index of BCP.
  - the idea about considering passenger transportation was rejected by most experts because TRACECA route is a freight route. And the purpose of the methodology is to determine the performance of BCP only for cargo traffic.
4. The experts suggested the necessity for periodic monitoring of the performance of the BCP and the development of ***proposals to improve efficiency***.
5. Application of Methodology for the countries. Experts agreed on the following schedule for the main actions of the TRACECA countries

## 2. Action Plan

No	Actions	Date	Who
1.	Identify questionnaire recipients	before 26.09.14	Expert
2.	Identify relevant BCP for TRACECA	before 26.09.14	Expert
3.	Development of proposals on the main indicators and sub indicators	before 26.09.14	IDEA
4.	Distribution <ul style="list-style-type: none"> <li>– printed version of questionnaires</li> <li>– online questionnaires</li> <li>– cover letter</li> </ul>	on 26.09.14	Expert
5.	Gathering information from stakeholders through questionnaires	after October 2014	Expert
6.	Expert group meeting – to discuss results and improvement Plan	the last week of November	IDEA

## 3. Participants List and emails:

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