



1st GSPX Regional Steering Committee Meeting

1- 3 October 2013, Doha, Qatar

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GCC Regional SPX Network

DUBAI SPX



SPX QATAR



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Meeting Report - 2013

Prepared by GOIC- GSPX

CONTENT	Page
Introduction Background and Overall Objectives	1
Regional SPX Steering Committee Meeting – (Main Agenda)	2
Day 1 (1st October 2013) – Results of Plant Visit	
Plant Visit 1 : RAS GAS, Doha	4
Plant Visit 2 : Qatar Plastic Additives & Industries Group	5
Day 2 (2nd October 2013) - Steering Committee Meeting Proceedings	
Introduction and Welcome message	7
Presentations 1	8
Topic : Overview of Regional GSPX program Presented by : Mr. Shylesh Kumar Vakundakar, Head of GSPX program in GCC, GOIC, Qatar	
Presentations 2	9
Topic : Overview of UNIDO Global SPX program Presented by : Mr. Stefan KRATZSCH, UNIDO SPX expert, UNIDO, Vienna	
Presentations 3	10
Topic : Overview of the Dubai SPX Center Presented by : Mr. Mohammed Al Kamali, Director of Export Markets Development , DE Dubai	
Presentations 4	11
Topic : Overview of the Qatar SPX Center Presented by: Mr. Abdulbasit Al Ajji, Senior Manager, SPX Qatar	
General Meeting	
Bahrain SPX : Ms. Narjis Haidar Almoosawi, Director of Small & Craft Industries Ministry of Industry & Commerce, Bahrain	12
Oman : Ms. Malak Al Shaibani, Director General of National Business Center, Oman	
Saudi Arabia : Mr. Saad Al Fawaz	
Day 3 (3rd October 2013) – UNIDO Next Generation SPX tools	
Presentations 5	13
Topic : Next Generation SPX tools MIS (Management Information System) Presented by : Mr. Stefan KRATZSCH, UNIDO SPX expert	
Presentations 6	14
Topic : Next Generation SPX programs - Supplier Benchmarking and Development program, Presented by : Mr. Brian PORTELLI, UNIDO SPX expert, UNIDO, Vienna	
Meeting Achievements	15
Conclusion and Recommendation	16

Appendices : Agenda ; List of participants; Presentation Copy

Photo Gallery

Introduction

Background and overall objectives

Over the last 6 years, GOIC established SPX Centers in Dubai, Bahrain and Qatar, the other centers which are under implementation are Saudi Arabia, Kuwait and Oman thereby create a regional network that aims to effectively support domestic enterprises to become integrated into local, regional and international supply chains and to better meet the challenges of globalization.

During recent years, the SPX program concept has been subject to substantial improvements and, as a result, since 2011, GOIC with the support of UNIDO has been partnering with a number of Ministries, Institutions and Chamber of Commerce in GCC to establish a new generation of SPX Centers in the region.

Regional SPX Network has strong database of more than 1600 company profiles from the region which is the core strength of any SPX center. SPX staff are working hard to update and add new Profiles to its database, which needs to be utilized effective to promote the SPX members. To promote the SMEs especially the local suppliers a Strategic plan should be implemented to achieve the success. UNIDO with its Global Experience have introduced New SPX Tools and Methodology to keep in the pace of Next Generation SPX program which will support the Supplier development strategy.

The First Regional SPX Steering Committee Meeting consisted of a Plant visit to RAS GAS, Qatar (as buyer this company is one of the world's premier integrated LNG manufacturer) and other plant visit was arranged to visit Qatar Plastic Additives & Industries Group, (as a Supplier) which was organized on 1st October where UNIDO, GOIC and Qatar SPX visited the Plant.

The aim of First Regional SPX Steering Committee Meeting was to bring together all regional SPX centers, convening the country members of the regional SPX network and give

the opportunity to GOIC to present the status of the GSPX program. The meeting also provided UNIDO with the opportunity to provide information about the strategic approach for future program implementation in existing and prospective new member countries.

This Regional SPX Network Meeting served GOIC with the purpose to provide former, current and future prospective SPX Centers with details about the suite of SPX Program tools, methodologies and pipeline initiatives.

To this end, UNIDO and SPX country representatives had the opportunity to hold bilateral meetings to discuss implementation matters, programing issues and forthcoming pipeline projects and initiatives. Other institutions and organizations invited to the event who indicated their interest to establish new SPX Centers in the near future were given the opportunity to discuss and elaborate project proposals. Current SPX country representatives also had the chance to further their contacts within the regional SPX network as well as broaden their contact base with UNIDO.

The Regional SPX Steering Committee Meeting

The Regional SPX Steering Committee Meeting was held on 1-3 October 2013. Over 15 participants from 6 different countries; including Dubai, Bahrain, Qatar, Saudi Arabia and Oman attended the Meeting which also included experts from UNIDO and GOIC. The three days meeting consisted of a Plant visits, number of presentations and discussions on the various aspects pertaining to the program implementation, methodologies and tools and country project implementation experiences and sharing success stories.

The list of topics discussed during the meeting included the following:

- Overview of the GSPX Program, the regional network, tools and methodologies;
- Supplier benchmarking as a new element of the UNIDO SPX toolkit;

- UNIDO's SPX Management Information System (MIS): Implications for Regional SPX Networking Activities;
- SPX Dubai : SPX's role in promoting export, current and Future Improvement and The Way Ahead
- SPX Qatar : EQ Programs for SME Development and its initiative to lead the SPX program in Qatar with reference to SME Business Opportunities Identification, SME Rating & Accreditation, Surety Bond Guarantee Program and Government Procurement & Contracting Conference
- SPX Bahrain : Initiative and future SPX programs
- SPX Saudi Arabia : Decision on finalizing the host for running the SPX center in Saudi Arabia
- Oman : Indicated why SPX center should be established in Oman, How it can fit to meet the Oman Vision for SME development,

The sessions were followed by interactive discussions and topics discussed during the meeting were followed up in a number of bilateral meetings held in the following days. In the following Part of the Report, a summary of meeting proceeding is provided.

Day 1 (1st October 2013)

Plant Visit

The plant visit was organized for UNIDO, GOIC and SPX Qatar experts who have visited the Qatar SPX members which included one major Buyer and one Supplier.

Plant Visit 1 : RAS GAS, Doha

The team of Experts first visited RAS GAS (one of the world's premier integrated LNG manufacturer company) on 1st October 2013 at 10:00 am to 12:00 noon at their corporate office

SPX Expert team

1. Mr. Stefan KRATZSCH, UNIDO
2. Mr. Brian PORTELLI, UNIDO
3. Mr. Shylesh Kumar Vakundakar, GSPX
4. Ms. Nada Ahmed Al-Amri, GSPX
5. Mr. Abdulbasit Al Ajj, Qatar SPX
6. Mr. Khalid Al Suliti, Qatar SPX
7. Ms. Maria Khan, Qatar SPX

RasGas team

1. Mr. Jaber Al-Kubaisi, Procurement manager
2. Mr. Jassim Al Baker, Head of Procurement
3. Mr. Sameer P. Siddique, Head of Purchasing
4. Mr. Pradeep, Head of cost optimising

Ras Gas was very cooperative and indicated all its support to develop local suppliers and they appreciated the SPX tools and methodologies especially the benchmarking and supplier development program which can directly benefit them to have potential suppliers within the country.

The following points were discussed

- To discuss the Strength and weakness of local Suppliers/ Manufacturers
- How to strengthen Local Supply to meet the expectation of Qatar Buyers through SPX platform
- How was Ras Gas Previous Experience with GOIC on various Matchmaking Meetings and Other promotional programs
- What are the Ras Gas Future plan and Projects that involves local Suppliers or SPX center
- Initiative of SPX center to plan its Program based on Ras Gas input

Plant Visit 2 : Qatar Plastic Additives & Industries Group

The next plant visit was arranged to visit Qatar Plastic Additives & Industries Group, (as a Supplier) which was organized on same day at 04:30 pm to 06:00 pm at their factory located in Industrial Area, Qatar

SPX Expert team

1. Mr. Stefan KRATZSCH, UNIDO
2. Mr. Brian PORTELLI, UNIDO
3. Mr. Shylesh Kumar Vakundakar, GSPX
4. Mr. Saeed al Marri, GSPX
5. Mr. Abdulbasit Al Ajji, Qatar SPX
6. Mr. Khalid Al Suliti, Qatar SPX

QADDCO team

1. Mr. Osama Naser Ahmad Ghanem, General manager
2. Mr. Yassir Mohammed Yassin, Procurement Manager

QADDCO is a supplier of Plastic additives with more than 200 employees and having turnover of more than 60 million QAR during 2012, and certified with ISO 9000 certificate. This company expressed their concern about the competition within the region especially from Saudi Arabia which is affecting their business to penetrate in the local market and they also expressed their concern for dependency of the raw material from Saudi Arabia. They suggested the SPX team to identify and setup raw material manufacturer plant with in the country which will directly affect the selling price of their products.

Day 2 (2nd October 2013)

Steering Committee Meeting proceedings

Introduction and Welcome message

Proceedings for the First Regional SPX Steering Committee Meeting started at 09.30 Hours and the event was spread over a full day including breaks. Mr. Shylesh Kumar Vakundakar, on behalf of GOIC, welcomed all meeting participants and highlighted the importance of organizing this specific meeting Mr. Shylesh briefly presented the day's program and informed participants about the program of events.

Mr. Shylesh also welcomed the event participants and conveyed GOIC's appreciation to all country representatives for their participation to the event and overall interest in the SPX program as evident from its widespread implementation in different countries in the region. On behalf of GOIC and the GSPX Program, Mr. Shylesh welcomed and thanked UNIDO and other all participants for their attendance, contribution and genuine interest in the implementation of the program.

During his welcome address he raised the point on funds mobilization for SPX centers which remains one of the major hindrance to the realization of various SPX programs. In order to move the SPX center forward, it will be essential to create but also leverage new partnerships and cooperation with various stakeholders, including, the SPX host center, Concerned Ministries and with support of major Industries in the respective countries.

He assure that GOIC will continue to synergize the efforts of GCC development plan and to promote the change that is needed, be it in SME development matters, encourage localization, Trade Capacity Building or Supplier development programs. Thereafter, Mr. Shylesh delivered the first presentation of the event.

GSPX Regional SPX Network

Presented by : Mr. Shylesh Kumar Vakundakar, Head of GSPX program in GCC, GOIC, Qatar

Topic : Overview of Regional GSPX program

Mr. Shylesh gave a brief overview of the history of the SPX program in GCC, highlighting how over the last 10 years, UNIDO has established Pilot SPX Centre in GOIC which now acts as region SPX network for all SPX centers in GCC, thereby creating a regional and global network that aims to link up domestic subcontractors with larger local or international buyers. He highlighted that over the past years, the SPX concept has been subject to substantial improvements which resulted in new institutional partnerships with both public and private stakeholders as well as with individual corporate partners.

Regional SPX Network has strong database of more than 1600 company profiles from the region which is the core strength of any SPX center, which needs to be utilized effective to promote the SPX members. To promote the SMEs especially the local suppliers a Strategic plan should be implemented to achieve the success.

During his main concluding message he stressed on the proper planning of SPX promotional programs with adequate fund arrangement by each SPX centers. He also said that over recent years the SPX Program developed from a mere business tool to increasingly fulfill the role of a development tool, linking the objectives of enterprise matchmaking and local support with SME linkages with subcontracting technical capabilities and competitiveness. He described the regional SPX network to be fast growing and evolving. New program tools and methodologies are helping SPX to become a more supportive development program affording SPX offices with the flexibility to adapt to their country and economic contexts. The next presentation was presented by Mr. Stefan KRATZSCH.

UNIDO Global SPX program

Presented by : Mr. Stefan KRATZSCH, UNIDO SPX expert

Topic : Overview of UNIDO Global SPX program

Mr. Stefan presentation dwelled on the relevance of subcontracting from an industrial development perspective and covered a number of topics including:

- Evolution of UNIDO's SPX Network;
- UNIDO's Global SPX Network today; Old generation and Next generation SPX
- Logical framework of a UNIDO SPX Project
- The SPX methodology in terms of SPX Profiling, Benchmarking and Supplier Development;
- The SPX Matchmaking processes and Buyer identification and engagement;
- Future SPX outlook

Mr. Stefan highlighted UNIDO's support to the meeting participants to maximize their efforts through further networking, discussions and bilateral meetings. He invited all SPX centers to participate in the MIDEAST 2013 and Hannover exhibition, Mr. KRATZSCH informed that UNIDO would create a pavilion for SPX centers with limited space to enable SPX members to participate in the above two subcontracting events.

Dubai SPX

Presented by : Mr. Mohammed Al Kamali, Director of Export Markets Development , DE Dubai

Topic : Overview of the Dubai SPX Center

Mr. Mohammed Al Kamali shared Dubai SPX success stories and experience with SPX program, during his presentation he reviewed the Dubai SPX Center Development & Implantation of SPX functions in line with Dubai Exports and SPX Objectives. He shared the Dubai SPX Implementation Milestones.

As future SPX program Dubai Exports Development Establishment is initiating its 1st Dubai GCC SPX Conference & Networking event in coordination with GOIC to occur in the first half of 2014, in order to maximize the tremendous benefits available in the local GCC market and to strengthen the linkage between GCC industries and to achieve complementarity between industries and boost value addition. This conference would provide Opportunities for new main contractors from other parts of the world as the conference expand in future to include international contactors as well along with GCC suppliers and Play a vibrant role to empower and diversify Dubai Supply Chain growth

Future Improvement and The Way Ahead he said that The GCC Chapter is improving its chapter year by year. However, sustainability is one of the main important aspects for future growth. Thus, he emphasized on role of awareness by UNIDO and GOIC, while activating Steering Committee role with Yearly Meetings on GCC Level and UNIDO Level. He also emphasized on Technical Training Courses/Internship Programs with UNIDO Supervision.

The key point which Mr. Kamali mentioned was the visibility of international appearance of the SPX Programs itself. In the conclusion Mr. Kamali supported to position the SPX as an effective tool for Manufacturing Sector Development via Integrating Clusters.

SPX Qatar

Presented by: Mr. Abdulbasit Al Ajji, Senior Manager, SPX Qatar

Topic : Overview of the Qatar SPX Center

Mr. Abdulbasit, Senior Manager of SPX Qatar delivered a presentation on the SPX Qatar future SPX plans and their experience with GOIC for establishing the SPX center. Mr. Abdulbasit started by referring to the overall EQ mandate in developing SMEs in Qatar, which will soon roll out its key programs under the SPX program, such as has Business Opportunities Identification; SME Rating & Accreditation; Surety Bond Guarantee Program and Government Procurement & Contracting Conference. Mr. Abdulbasit emphasized that the Qatar SPX center will assist EQ to understand the challenges faced by SMEs and to alleviate them by developing their businesses through the Business Support Services Department;

In the conclusion, Mr. Abdulbasit said that the Qatar SPX Center will act as a gateway for suppliers and buyers and facilitate linkages between local, regional and international companies; Mr. Abdulbasit mentioned that the Qatar SPX aims at promoting import substitution and promote exports by strengthening the local SMEs.

Bahrain SPX

***Ms. Narjis Haidar Almoosawi, Director of Small & Craft Industries
Ministry of Industry & Commerce, Bahrain***

Apart from above presentations Ms. Narjis Haidar Almoosawi, Director of Small & Craft Industries Ministry of Industry & Commerce form Bahrain SPX had bilateral meeting UNIDO, GOIC and other SPX centers, Ms. Narjis shared her current and future plan for SPX program. He insisted on adopting the new MIS system to be implement soon to overcome the difficulties they face during operation the existing SPX application (outsourcing 2009).

Ms. Narjis said that they have updated several company profiles and added new company profiles in their database. She also suggested to include UNIDO ITPO, Bahrain to join hands

with Bahrain SPX to effectively run the SPX program. Bahrain SPX is currently having shortage of the in house SPX experts due the migration of SPX experts.

Saudi Arabia

Mr. Saad Al Fawaz,

Mr. Saad Actively participated in the meeting and noted the importance of hosting the SPX center in Saudi Arabia. And as representative of Riyadh Chamber of Commerce the decision for hosting SPX center will be decided soon.

Oman

*Ms. Malak Al Shaibani, Director General of National Business Center,
Oman*

Ms. Malak raised the importance of adopting the SPX methodology from the prospective of developing Oman SMEs, which is a large mixture of manufacturer, traders and Service oriented companies. In this context is there any mechanism where SPX methodology can be customized to suit the needs of SMEs in Oman.

Kuwait

*Eng Hana Al Tayyar, Industrial Planning Head Section Public Authority
for Industry*

Though Eng Hana Al Tayyar, Industrial Planning Head Section Public Authority for Industry could not able to attend the Meeting, she said they are planning to include SPX promotional programs during 2014.

Day 3 (3rd October 2013)

Topic : *Next Generation SPX tools MIS (Management Information System)*

Presented by : *Mr. Stefan KRATZSCH, UNIDO SPX expert*

Mr. Stefan demonstrated MIS (Management Information System) an online a SPX software/Application principally aimed to improve the day to day work of the SPX Office and thus enable SPX Officers to better perform tasks and responsibilities designated to them. Overall, the use of SPX MIS is expected to result in more efficient process of various SPX tasks, in particular company profiling and RFQ (Request for Quotation) management.

SPX MIS will greatly facilitate the interaction of the country SPX with the UNIDO Global SPX Network, thereby providing an interactive platform for exchange of ideas, commercial links and business opportunity scoping. In particular, through the SPX MIS System local SPXs can benefit from links with other SPX Centers and UNIDO SPX HQ. The international linkage would also augment the possibility of receiving more RFQs and UNIDO SPX HQ will actively support SPX Centers in the RFQ exchange process and to actively market the Global SPX network. Through the new system, SME Suppliers would be better positioned to validate their existing company information in the system and manage RFQ / Quotation procedures. Concurrently, buyers can also manage search and RFQ process through the system.

During his presentation, Mr. Stefan described the milestone developments in the SPX Program development and how in 2007, an SPX Expert General Meeting¹ was held in UNIDO HQ Vienna with the purpose to undertake a thorough assessment of the program's key achievements, weaknesses and to identifying solutions for future implementation.

¹ Summary report of SPX Expert General Meeting 2007 :

http://www.unido.org/fileadmin/user_media_upgrade/Worldwide/SPXs/SPX_Resources/SPX_EGM_Report_FINAL_25_August_2008_.pdf

Since then, new tools that enable SPX Centers to offer a broader spectrum of services to their respective private sector clients, going beyond the traditional function of supplier-buyer matchmaking services, have been developed and provided to a wide-array of stakeholders. Most notably, the UNIDO SPX Supplier Benchmarking Tool has been added to the SPX toolkit. This tool enables the comparison of enterprises' operational performance and practices against those of other enterprises of similar size and type. Mr. Stefan emphasized that UNIDO's capacity building also provides a set of tools which allow SPX Centers to engage more effectively with potential buyers in order to rally support for multi-partner supplier development initiatives and also to open up new channels for localization of SME. Mr. Stefan highlighted that a newly developed SPX Management Information System (MIS) has now succeeded the earlier software systems utilized by the SPX centers. The SPX MIS is aimed to improve day-today work of SPX Offices, enabling officers to better perform tasks and responsibilities assigned to them.

In his conclusion he said that existing SPX application 'outsourcing 2009' will be abandoned from UNIDO and there will not be any support for the SPX application. The old generation SPX application will be replaced by MIS which will have more value added features where SPX manager, Buyer and Supplier can directly login and update their profiles and RFQ.

***Topic : Next Generation SPX programs - Supplier Benchmarking and Development program,
Presented by : Mr. Brian PORTELLI,***

Mr. Brian in his presentation stated that UNIDO Supplier Benchmarking methodology is one of the new elements in the UNIDO SPX Toolkit. Mr. Brian's presentation centered around the main concept of benchmarking and elaborated on the main components and the process of the UNIDO benchmarking service, focusing on the assessment of enterprises' in relation to performance and practice. He demonstrated how the UNIDO SPX Supplier Benchmarking Tool enables companies to objectively assess their business to see clearly where they stand in relation to international practices within their sector (nationally, regionally and globally) and where they need to upgrade so as to meet buyer requirements.

To date, the UNIDO SPX Program has provided benchmarking assessment services to over 650 enterprises located in 10 countries. As the network of SPX Centers is growing, the UNIDO SPX Benchmarking service is expected to be rolled out in more countries during 2014 and following years. The sessions were followed by interactive discussions and topics discussed during the day.

Meeting Achievements and Conclusions

Main achievements

The First Regional SPX Steering Committee Meeting served the purposes set and met the objective to convene country members of the regional SPX network. It provided the opportunity for GOIC to present the strategic approach and status of the regional GSPX Program implementation. More specifically, this regional meeting served UNIDO with the purpose to provide previous, existing and prospective SPX Centers with details about the collection of SPX Program tools, methodologies and initiatives for the next generation of SPX Programs in GCC.

This further served the dual purpose to :

- encourage the consolidation of ongoing activities within existing SPX Centers through the further utilization of SPX tools and methodologies, and
- Solicit interest from forthcoming SPX member countries to seek GOIC and UNIDO's assistance on the basis of concrete requests to start using the various SPX tools.

This achievement and result is fundamental in terms of the future sustainability of the SPX Program implementation as well as the further pipeline development for ongoing GOIC and UNIDO technical assistance in this specific field of industrial development expertise.

At the outset, the First Regional SPX Steering Committee Meeting was successful in terms of physically convening participants coming from GCC region enabling and facilitating the interaction and networking for the benefit of the ongoing program implementation purposes. As evidenced from the various country presentations, testimonials and interventions, the success stories from different countries can be considered as important knowledge transfer mechanisms and concrete way for interaction within the regional SPX network. As a result, the meeting allowed SPX country representatives to further their contacts within the SPX network as well as to UNIDO and GOIC and broaden their contact base with new, forthcoming SPX members.

Key conclusions and way forward

A number of conclusions emerged from the meeting and these same conclusions pave the way for a concrete way forward for rolling the SPX program to next level. Primarily, the regional country delegate representatives reiterated their appreciation of having been invited to this SPX Network Event which provided them with more information on the overall strategic plan of the regional GSPX Program and gave them the opportunity to interact with other centers as well as to showcase the important work undertaken at the respective country-level. In line with this welcome development, country delegates strongly requested that further annual meetings should be organized on rotation basis in GCC countries.

The meeting reaffirmed the need for the continuous development of the SPX Program and to further strengthen the link at the country level between benchmarking and Supplier development program

The meeting highlighted the importance of the SPX Program and the applicability of its methodology as versatile supplier/enterprise development tools to be connected to ongoing country initiatives.

The meeting proceedings and the consequent empirical evidence and feedback from country representatives, re-affirmed the general applicability and the relevance of the complement of newly developed SPX tools such as the SPX Management Information System (MIS) and the SPX Benchmarking Tool. The current framework of SPX methodologies and tools not only provide SPX Centers with a means to implement the program but increasingly serve to reach out to wider set of country stakeholders directly and indirectly related to the SPX framework of actions. Increasingly, SPX tools and methodologies serve to position SPX host organizations at the forefront of national and regional enterprise/SME development initiatives providing new innovative and demanded services to enterprises.

Key Points for Conclusion and Recommendation

Saudi Arabia

The implementation of SPX center started in the year 2009 and as per the schedule the project was completed by GOIC on 2011, which covered survey of 600 companies with data entry and data coding for all companies in the SPX outsourcing 2009 Application, after this stage there was .

Riyadh Chamber of Commerce and Ministry may take necessary steps to host and launch the SPX center, the database is already three years old and its need further effort to update the profiles once we take decision for launching the SPX center.

Oman

Ms. Malak Al Shaibani, Director General of National Business Center, Oman mentioned that before establishing SPX center at Oman, GOIC should consider 3 major issues : Political; Resources and value addition for SMES , A feasibility study can be conducted to assess the importance of SPX program in Oman with validation from stake holders and SMEs which can substituted with output of the study report.

UNIDO

- **Which are the successful SPX center and why**
 - UNIDO replied that they can't highlight the successful SPX center because each center have their own indicators to measure the success, but UNIDO said the success can be drawn on various factor such as how SPX center can helps SMEs to become an OEM. some example are: the South Africa, Uganda, Tanzania, Mozambique and Vietnam.
- **What are the mechanism where UNIDO supports post establishment of SPX**
 - UNIDIO can provide technical support to all SPX centers, however it can possible with next level SPX program which could be specialized SPX program.
- **SPX news Sharing system on common platform (social network could be one of the channel)**
 - UNIDO is having strong contact with all SPX centers across Globe, so it would be ideal to initiate this task from UNIDO side, who can create and drive the platform
- **UNIDO e-learning platform, how this can be shared with SPX centers**
 - UNIDO have principally agreed to provide the e-learning platform to all centers in GCC, through the dedicated SPX program channel.
- **Include all SPX Center name in the UNIDO Club list (UNIDO SPX website)**
 - UNIDO may consider to upload necessary details of all SPX centers operating in GCC.

General

What is the decision on MIS (management Information System) ?

- All Centers have agreed to migrate form current SPX application to newly developed MIS, under the umbrella of GOIC to manage the MIS at regional level.
- **What is the action plan for each SPX center ?**
 - GOIC will prepare and send the 3 years action plan for each SPX center, a tentative plan will be provided to each SPX center separately.
- **What is the plan to include Benchmarking and Supplier Development program**
 - All centers have agreed to include the BM and SDP inn the action plan
- **GOIC would plan Delegation to Spain , Paris, Turkey, Barcelona next year what is your opinion and how each SPX center can support the event**
 - This can be Included in the action plan as a regional level program.
- **When and Who can host the 2nd SPX steering Committee meeting? This can be organized along with some SPX events?**
 - The decision to host the 2nd Steering committee will be open, any SPX center can convey their interest to host the meeting. It would give more advantage if the meeting is organized as parallel event beside the promotional event such as B2B meeting , Trade Fair etc., in their respective countries.

Overall, the First Regional SPX Steering Committee Meeting represented a milestone activity for the SPX Program implementation during the course of 2013. The success of the meeting will serve as a good basis for the future program development and implementation in GCC countries. GOIC is satisfied with the achievements of the meeting and will strive to follow up on the recommendations and the main conclusions proceeding.
