

QUARTERLY REPORT

(Period: Jul – Sep 2015)

SECTION A: BASIC INFORMATION

The name of the project:	Small & Medium Business Development
The project location:	Hoai Duc District, Hanoi
Project duration:	Mar 2015 to Mar 2018
The project partner:	Hoai Duc's People Committee
The goal of the project:	Improving the professionalism in business management to promote business environment in Hoai Duc district

SECTION B: SITUATION REPORT

The significant events and changes that have occurred in the location of the project

The Six-year SME project review event attracted over 500 members who are leaders of Hoai Duc districts, the 20 towns/communes and business owners who have participated in the 10 classes in the program. It marked a great networking from the ten classes in the project as their presence at the event. Besides, rewarding of the 8 models who piloting in auditing their internal written management systems with Swiss Create Award has warned other business owners in upgrading their professionalism in setting up a written management system for their business and periodically auditing the system. Mass media from local and national also broadcasted on the successes of SME project toward creating safety – efficiency – effectiveness working environment and jobs creations.

Promoting business environment and helping local residents to take full of advantages of their local resources needs the community leaders to have an open mind for change, so four, one-day, training workshops were organized. This attracted a total of five-hundred key leaders and core-officers of Di Trach, Van Canh, Kim Chung and Dong La Hamlets. Dr. Phan Quoc Viet and his co-workers inspired leaders of communes, hamlets, schools, business associations and health clinics in understanding themselves and the importance of having an optimistic outlook in order to seize opportunities in the ever changing conditions of Vietnam. He stressed the importance of coordinating closely together to achieve the goals of the Country's "New Countryside Rural Development Program".

The Scholarships activity in this school year also sponsored by many SME participants, who are SME participants. This activity also interested by the communes' leaders and the schools. It was a good chance for the school teachers and other entities to understand more of dis-advantaged family of the pupils.

Mobilizing employees in working toward making their production environment; 'Clean, Effective and Friendly' have received great interests from the SME participants and their co-workers. In this quarter, the production optimization consultant together with SME team provided technical supports for eight models both workers' training, visualized 5S techniques and written internal management documentation. It has involved over 300 workers in upgrading their professional work practices in regard of 5S and production optimization.

SECTION C: PROJECT ACHIEVEMENT

<i>Plan</i>	<i>Activities</i>	<i>Outcomes</i>	<i>Notes</i>
Objective 1: Local leaders create favorable condition for business development			
Training for leaders and core-members in 4 communes (Di Trach, Van Canh, Kim Chung and Dong La) on 23 Sep, 30 Sep, 1 Oct, 2 Oct	The project invited Mr Phan Quoc Viet from Tam Viet Group – a leading group in soft-skill training in Viet Nam to conduct Seminar on Dynamic Awareness Raising Approaches to serve missions in New Rural Country Sides in the four communes.	<ul style="list-style-type: none"> - Before the seminar, four meetings with leaders of the four communes, the BOM members and YWAM was organized to plan for the organization and logistic supports for the one-day seminar. - There were nearly 500 leaders and core – officers attended the seminars in the 4 communes: 135 in Di Trach, 130 in Van Canh, 130 in Kim Chung, 90 leaders in Dong La. - Practical games, case stories and songs were used that made the teaching was very interactive. Many participants appreciated the learning spirit and the provided know-how. - This training aimed to enhance knowledge and skills on promoting new awareness raising know-how for leaders of the communes, heads of mass-organizations, leaders of the hamlets, leaders of the schools and leaders of the business association and head of health clinic that contribute for them in implementing their New Countryside Rural Program. 	Partially achieved as there will be follow up.
Objective 2: Promoting the learning and business exchange activities among business networks in the Hoai Duc area			
Implementing the follow up with the models joining Swiss Create Award (SCA) during mid-Jun to mid-Aug 2015	- Continued to follow up with the findings and the detected issues in the audit reports with the models.	<ul style="list-style-type: none"> - Swiss Create Award follow up to the 8 models on the detected issues in the round 2 audit report. Some main activities were done such as: checked how many detected issues have improved at different level of the business, checked how internal written documentation for management have improved and how the instructions have been executed at the production areas, and advised for the business owners and mid-managers the techniques of checking the execution of instructions at all levels. - This is a great chance for local business to improve their written internal management system and learn how to do the internal management audit periodically. - A lot of phone calls and emails were made to share and advise business models on the benefits and how to pursue patiently the Swiss Create Award program for a professional management system. 	Achieved

<p>The event on 6-year review and Rewarding the 8 models joining the Swiss Create Award.</p>	<ul style="list-style-type: none"> - Worked with Hoai Duc leaders, BOM members and event organization on the event purposes, expected outcomes, mass media and participants - Organized the event to review 6-year SME project implementation in Hoai Duc district. - Worked with the speakers of Swiss Create on their sharing parts. - Worked with the SMEs classes' active members on invitation delivery. - Worked with the SME team members for work segmentation in supporting the local BOM for this event. 	<ul style="list-style-type: none"> - VK Media was selected as a professional partner in organizing this event. All contents of the event was worked and approved three weeks before the event. - 6 meetings were organized to do needs assessment of conventions for the events, approval of the draft plans for the events were done between the district authorities, the BOM and YWAM. - Commune project coordinators actively took part in invitation release, especially densely participants' communes as La Phu, Kim Chung, Duong Lieu, Minh Khai, An Khanh, Yen So. The announcement of the event was done both national newspapers and local media two days before the event. - It was a great change for Alumni of the 10 classes in the SME program in the last six years - The 08 business owners shared to the audiences many challenges and successes after joining the project activities in the last 6 years. The rewarding part for Swiss Create Award Program was honor for the efforts of the 8 piloting models. The first prize was awarded to Phu Vinh Hung Company for the excellent business management. Viet Long company awarded the prize for the excellent general business management. Tung Lam company awarded the prize for the excellent production management. - The 26-Aug event was organized successfully with the participation of the national and the local media. It marked an innovative approach for New Countryside Rural Model. - A visit to congratulate the mid-managers of the winner model was done on the same day of the event. 	
<p>Business Visits</p>	<p>Twelve business visits were done by Christian – Swiss Consultant</p>	<ul style="list-style-type: none"> - Two business visits were done in Minh Khai. Two participants highly appreciated the great practical of the YWAM training programs. They has tried to apply trained knowledge in leading their business. - Visiting two distributors of Viet Long company, participants in SME class 3 were done to model how to work with and manage the sale staff, distributors and management of distribution channel. - Visiting one business in Van Con, two businesses in La Phu, two businesses in Son Dong, two businesses in Duong Lieu and one business in Duc Giang. All participants 	<p>Achieved</p>

		<p>really see the importance of learning and innovation in business management. How to be different from other was emphasized in all business visits.</p> <ul style="list-style-type: none"> - These business visits were a great chance for the consultant and the businesses to discuss and hope to help with more practical support to the Hoai Duc SME project. 	
Objective 3: Improving knowledge and skill on business management for business owners, mid-management team and co-workers			
<p>Training on Computer skill and Informatics Application in business management on 11, 12 Jul and 25, 26 Jul 2015.</p>	<p>The two-day training course was held in July for the class 8 and the class 9 by Nguyen The Thang – YWAM staff with the support of YWAM-SME team</p>	<ul style="list-style-type: none"> - After training, 75% participants said that they will apply all the tools they learned into their works. - Basic skills in applying the tools of Word and Excel in business management were addressed and practiced using group discussions and short presentations through the real situation of Hoai Duc business practices. - Swiss Create Business Management Software were introduced and practiced for a professional business management. - PowerPoint were introduced and practiced for preparing a short presentation for an internal worker training. - Internet for information searching were introduced and practiced. All participants recognized the benefit of taking advantage of using searched information - During the training, the participants were very active in raising questions and sharing inputs for group work results. 	Achieved
<p>Training on Financial Management for class 9 on 18, 19 Jul 2015.</p>	<p>The two-day training course was held in July for the class 9 by Nguyen Xuan Dung – YWAM staff with the assistant in practicing the 4 Swiss Create financial tools of Nguyen The Thang.</p>	<ul style="list-style-type: none"> - Many real challenges in the financial management were raised by participants. Besides, the consequences of not controlling the financial management effectively were shared by the trainer. - Four Financial Management tools (Price Calculation, Trade Calculation, Investment Calculation, and Balance Score Card) of Swiss Create were practiced using group discussion and short presentation. Analysis of the results by practicing with the tools were discussed by the trainer and the whole class. Participants were very active in argumentations that helped to understand the uses of the tools. - After the training, all of participants understand the importance and the priority of financial management in the business 	Achieved
<p>Training on Guidelines for Business Practices and</p>	<p>One-day training was done for each classe by Lawyer Lam</p>	<ul style="list-style-type: none"> - Guidelines and regulations pertaining to law and business law were addressed through lessons - Real situations of law violation in order 	Achieved

<p>Entrepreneur Law for the class 8 and the class 9 on 2 Aug and 9 Aug 2015.</p>	<p>Hong and Truong Quoc Hoe</p>	<p>for business owners avoid, especially how to compile business contracts and labour contracts correctly</p> <ul style="list-style-type: none"> - Many challenges and difficulties related to law which participants are facing were answered. - All participants see the importance of practicing business management according to the Government guidance of law and business law. Besides, they also see the necessity of written internal process system such as contract, agreement, legal working paper ... 	
<p>Training on Family and Sustainable Business Development for Class 8, Class 9 on 1 Aug and 8 Aug 2015.</p>	<p>The one-day training for each class was facilitated by Master Ha Thi Thanh Van – Deputy head of Institution of Reseach and Empower Women.</p>	<ul style="list-style-type: none"> - Through group discussions, real situations and games, the trainers shares a lot of experience on how to better manage a family by maintaining good relationships, methods and skills on educating and raising their children. - Participants really see the importance of how to help their staff to balance work & life for their best devotion to a business. - 70% scored “excellent” and 30% scored “good” for the overall impressive for the course. 	<p>Achieved</p>
<p>Training on Marketing for Class 8 and Class 9 on 8, 9 Sep and 10, 11 Sep 2015</p>	<p>Training on Marketing was done by Alexander Muxel, Swiss Create consultant.</p>	<ul style="list-style-type: none"> - One-day need assessment was done to understand the training needs and the Hoai Duc business challenges as well as how they are doing Marketing. After working with business owners and observing three business production, the trainer prepared the practical teaching plan for the course - After the course, all participants see the importance of focusing on the customer’s benefits. All benefits of a product/service should be transferred to the end-users. - Through case stories, group discussions and Q&A, trainees had further understanding about how to better manage sale and distribution management - A competition on Unique Selling Preposition (USP) of a business was launched. Each group had 3-minutes to convince audiences of their USP. the first prize received a Victoinox army knife – the symbol of Skill, Knowledge and Experience in the SME project. 	<p>Achieved</p>
<p>Group advising for five communes</p>	<p>Group advising on “Sharing International Experience in Business Management”</p>	<ul style="list-style-type: none"> - Each group advising in each commune took 3 hours. The local business owners actively raise their critical challenges in the meeting for further discussion from participants and deep input from the International consultant. 	<p>Achieved</p>

	was done in Minh Khai, La Phu, Cat Que, Duong Lieu and Son Dong	<ul style="list-style-type: none"> - The group advising attracted 260 business owners including the existing participants and other participants in the location. - After meeting, participants really see the importance of some points such as unity to face with business international competition, principles should not forget when facing with business challenges, new trend for marketer how to overcome challenges. Besides, they had a great chance to share the successes after applying lessons and tools that they learnt from YWAM's training course among participants. 	
Technical support for Production Optimization (PO) model 2015	Some PO model receive YWAM's technical support for the year 2015. YWAM's consultant is a very qualified expert from a global company.	<ul style="list-style-type: none"> - Training for workers of GB Garment company, Tay Ha company were organized to help workers be aware of the importance of implementing 5S and Production Optimization as well as safety at work - PO model follow up at 6 models (Tan Hoang Gia, Hung Thang, Manh Linh, Nam Viet, Khanh Nguyen and Huu Nghi) were done to model on how to do visualized 5S review and feedback to the team. Besides, modelling for the owners and mid-managers of Manh Linh, Khanh Nguyen and Huu Nghi on their written internal production management were carried out. - Many questions were raised and answered for further understanding and application - Some key principles on how to maintain the PO and 5S application also were shared to the PO model 	Need to follow up further
Training on Time Management and Human Recourses Management for class 7 on 15, 16 Aug 2015.	The training course was shared by Mrs Mai and two trainer assistants	<ul style="list-style-type: none"> - Through group discussions, role plays, games, participants understood the importance of tools in Time management and Human resource management. Especially how to keep skillful staff and how to motivate staff was shared and discussed in the training. - Most participants had eye open in managing their time for the strategic works and set the priority for their daily practice using tools such as Eishenhower, Pareto principle ... - Base on training evaluation, 75% scored excellent for the overall impression for the course, 50% will apply the tools of making action plan and clear work agenda, 17% will apply the tools of Time Management. 	Achieved
Attend the alumni meeting with the class 8	A party was organized with the attendance of members in the class 8.	<ul style="list-style-type: none"> - The class 8 voted for members of the class committee in order to maintain the class networking once the formal intensive training courses finished. - A Facebook-group account was set up and 	Partially achieved as it needs following up.

		manage by a member of the class 8.	
Objective 4: Improving the working environment that are safe and efficient in the local businesses			
Developing potential businesses.	<ul style="list-style-type: none"> - Hoai Duc project promoters had household visits, interview on the micro-credit activities. - Loan disbursement to the credit group. 	<ul style="list-style-type: none"> - After doing the household survey, Son Dong Micro-Credit Group was set up and 13/15 businesses were met criteria to be the members for this activity. Some of them are joining in the project. Some of them are really happy to attend the project training on business management to improve and direct their businesses for better business result. 	Partially achieved as it need follow up.
Monitoring and Supervision of Project activities			
Skype work with the Swiss consultant	On a monthly basis, YWAM's staff had Skype work with Swiss consultants	<ul style="list-style-type: none"> - 3-Skype were done. Business and management challenged were discussed during these skips. - Skype with Christian was done to get inputs for the challenges while providing technical support for businesses during the post-training application. 	Achieved
Technical support on post-training application	On a weekly basis, the SME team worked on issues for post-training application.	<ul style="list-style-type: none"> - Many email, telephone calls were done to support the participants during their post-training applications. - 8 business visits were made to the participants in the quarter. 	Partially achieved as this need follow up.
Closing project finance	Checked book-keeping and Took the SME voucher to YWAM.	<ul style="list-style-type: none"> - 3 checked were done as guided by the principles of financial management of YWAM. - Monthly, on the first week of the following month, the YWAM project officer and the project accountant & cashier closed all project finance. Besides, YWAM project officer also physically counted the cash in hand of the project and had all the original accounting receipts and invoices 	Achieved
Other activities			
Education Assistance for the school year 2015 - 2016	Seven communes were taken part in doing scholarships with YWAM in this school year.	<ul style="list-style-type: none"> - The commune's leaders, business associations, the schools and YWAM SME team actively took part in fund raising, doing household survey of the poor pupils and delivery of school supplies. - The local businesses, who are Hoai Duc SME project participants, also interested in supporting for disadvantaged pupils in their locations. - 216 children in difficult circumstance at seven communes (Minh Khai, La Phu, Duong Lieu, Cat Que, An Khanh, Van Con, Kim Chung) were happy to receive scholarships as school supplies before their new school-year - The ceremony of rewarding scholarship 	Achieved

		gifts were implemented with the attendance of representatives of commune leaders, business associations, schools and YWAM	
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SECTION E: SIGN OF TRANSFORMATION

- Members of project board of management in Hoai Duc district, the communes’ project promoters understand the chance for learning and improvement for their commune so they are more active and closer cooperate with BOM members and YWAM SME team during the project implementation.
- Swiss Create Award Program has transferred the approach of internal audit on management part and production part for Production for SME program in Vietnam. The importance of doing internal management audit periodically for a professional and effective business leading will multiply to other businesses in the Hoai Duc location. Besides, the eight models in the first group of Swiss Create Award are having good preparation for Integration into the ASEAN Economical Community.
- The classes 8 and class 9 of SME project were active in networking. They have set up and maintained Facebook accounts and organized alumni meetings for their members. It showed a continuous learning and experience sharing of members in these classes.

SECTION F: ACTIVITIES PLAN FOR NEXT QUARTER

- Monitor of the regular project activities as the approved SMEs – phase 2.
- Business advise via telephone, email, and business visits for post-training application technical support.
- Leadership and closing ceremony for class 8 and class 9 in SME project.
- Provide technical supports for Production Optimization models 2015.
- Technical support for networking activities of the SME classes and business associations.
- Provide group advising for business network if requested.
- Organize training on Family business in four communes which already had training on Self-renovation for the excellence.

Written by: Nguyen Xuan Dzung and Nguyen Minh Tam
Date: October, 2015