

IDEAS CENTRE Quality Management Policy

The Centre is a Non-Profit Organisation.

Its aim, supported by Public Funds, is to support Developing Countries in their efforts to integrate into the global economy and the transition to multilateral trading system, in order to contribute to Sustainable Development. It has the status of an organisation of public interest in Switzerland and is therefore tax exempt.

The Centre pursues the following objectives:

- Offers services, strategic advice and support for the establishment of Institutions in the fields of Political Economy and International Trade
- Provides training and support in trade negotiations at the regional and global level
- Promotes Public-Private cooperation in the areas of Development and Governance
- Analysis of economic cooperation between developed and developing countries / transition, as well as cooperation among developing countries / transition.
- Encourages policy dialogue on issues related to International Trade, Development cooperation and Economic Governance.

To make sure the Centre offers the best services possible and is in line with public needs, the Centre has opted for a Quality Management policy that promotes efficiency and participation of all public, private or minority stakeholders in the field of Trade.

It involves obtaining an optimal level of quality of each service offered, by the commitment of all staff of the Centre.

It assumes the following commitments:

- Ensure the implementation of quality objectives for the project, that are consistent with the strategic guidelines established by the country's Trade Department
- Collects on a random basis, Evaluations of satisfaction, Opinions through the distribution of questionnaires to its clients and partners
- Establish, meet and conveniently review this Quality Policy, based on reviews received, to fit at all times, the expectations and governing body's guidelines, according to the founding objectives of the Association.
- Constantly evaluate the suitability, adequacy and effectiveness of the project by implementing Steering committee meetings with donors and recipients at least every six months: to ensure that the Centre's services are in conformity with both the customer and / or donor needs, as with legal and regulatory requirements.

To achieve these commitments, the Centre makes sure that all necessary resources are, as far as possible, available.



Nicolas Imboden
Partner and Executive Director