



**USAID**  
ОТ АМЕРИКАНСКОГО НАРОДА

**Best Practices - Business Service Provider Services in Kazakhstan**  
**Otrar Hotel, Almaty Kazakhstan**  
**April 12, 2007**

8:30 – 9:00 – Registrations/coffee

9:00 – 9:15 - Welcomes and Introductions

**Moderator:** Erin Nicholson  
USAID Mission Director Christopher Crowley  
Pragma KSBD Director Patrick J. Perner

9:15 – 9:55 - Introductory Panel

**Moderator:** Erin Nicholson

- What are “Business Services” and how do they contribute to economic growth?
  - *Patrick Perner*
- Different forms/models of “Business Service Providers” – for-profit consultants; training centers; membership associations; governmental agencies
  - *Neal Nathanson*
- Diagnosing service needs of SMEs in Kazakhstan
  - *Krassen Stanchev*

9:55 – 11:00 - Some Kazakh and International Case-Studies (I)<sup>1</sup>

**Moderator:** *Krassen Stanchev – KSBD*

- CEED – Bulgaria
  - *Nicolay Yarmov*
- CEED – Montenegro
  - *Dragana Radevic*
- UNILOB – Poland
  - *Mirek Zielinski and Artur Nowicki*
- BC Serdon/TRADE Network SE Europe
  - *Gergana Valova*

11:00 – 11:15 – Coffee Break

11:15 – 12:30 - Some Kazakh and International Case-Studies (II)

**Moderator:** *Patrick Perner – KSBD*

- Sodbi Consulting and Training Center – Southern Kazakhstan
  - *Tatyana Shpuling*
- ICC Business Consulting Advisors – Almaty, Kazakhstan

---

<sup>1</sup> Panel changes without a break.

- *Mukhtar Mussabetov*
- IBC Group: – Uralsk, Kazakhstan
  - *Shaidulla Suyerbayev*
- GTZ Preko: - Kostanai, Kazakhstan
  - *Tatiana Gaan*

*12:30 – 13:30 Lunch*

13:30 – 15:00 – Panel: Organizational Development and Strengthening of BSPs

- Moderator:** Peter Righi– CEED Network
- Presentation on CEED
  - Managing Service Organizations
    - *Gergana Valova – BC Serdon*
  - Marketing business services
    - *Dragana Radevic – CEED Montenegro*
  - Developing staff capacity/Sustainability
    - *Nikolay Yarmov – CEED Bulgaria*

15:00 – 15:15 – Coffee Break

15:15 – 16:30 – Strengthening Business Service Delivery in the Regions of Kazakhstan

- Breakout sessions moderated by below Leaders (KZ and International) regarding institutional strengthening of BSPs in KZ based on earlier presentations and other ideas<sup>2</sup>
  - **Discussion Leaders:** *Patrick Perner, Alma Kasymova, Erin Nicholson*

Questions:

1. What are the needs of SMEs in the Regions?
2. How are Regional BSPs currently meeting those needs?
3. Gap Analysis – Strengths and Weaknesses: What are the needs of Regional BSPs for further SME support?
4. Based on 3, how can USAID and GOK programming provide support to facilitate growth in the regions, through BSPs in support of SME Development?
5. What other questions do we need to ask in order to facilitate Regional SME Growth with BSPs based on your regional experience?
6. What is the right level of government involvement in SME creation and BSP development from a Best International Practices standpoint?

16:30 – 17:00 – Conclusion and Wrapup

The KSBD COP (Patrick Perner) will take all BSP recommendations and develop a document of potential programming. This document will be submitted to USAID and GOK for potential consideration on follow up activities

---

<sup>2</sup> Conducted in Russian, translation for non-Russian speaker will be available, note will be taken and venues will be designated in due course.