



# SUCCESS STORY

## RCI Replication of Activities

### Regionalization of successful bilateral approaches



*RCI, throughout its existence, has been innovative and often introduced different economic development activities that add value to existing country programs, are picked up as a new activity or are replicated in other countries. Some of these examples are presented here.*

### **Project Management (PM) Initiative – Serbia to the Region**

For workforce development RCI has supported local individuals to get PM training and certification and, as a result, double the amount of people receiving assistance. After the success of the pilot, RCI developed a report “Regional Project Management Capacity Assessment” ([rciproject.com/rcibhreports.html](http://rciproject.com/rcibhreports.html)) which highlighted needs and interest from several countries. RCI is now initiating a replication of the PM activities in Albania and Bosnia and Herzegovina, and three more (Moldova, Macedonia and Kosovo) are interested to be included in 2011.

### **eBiz Projects - Macedonia to Bosnia and Herzegovina**

In 2007, USAID Bosnia and Herzegovina participated in the RCI Regional IT Conference, where one of the best practices shown was the Macedonia eBiz Project with activities in textiles, shoe manufacturing and tourism. After this visit and further activity development in partnership with the Norwegian Government, the eBiz program was replicated in Bosnia and Herzegovina as the Excellence in Innovation Project ([ei-bih.ba](http://ei-bih.ba)).

### **Quality Mark (QM) tourism standards – Bulgaria to Albania and Macedonia**

In 2007, RCI looked into the successful USAID program in Bulgaria on standards in tourism - the Quality Mark (QM), focused on small hotels and B&Bs. The QM added value to the old star system by standardizing a hotel’s service, management, and environmental policies. RCI developed guidebooks and held awareness events throughout the region. In 2010, the USAID Albania Rritje Project and Exploring Macedonia each took on the QM initiative. Other countries have expressed interest. In Macedonia, the EBRD TAM/BAS project contributed funds to start the program there.

### **ITMark / CMMI, IT companies’ training and certification standards – Bulgaria to the Region**

RCI has been a leader in the region in the development of the IT sector from the beginning of the project. In 2007, building on our successful program of IT training and certification of companies in ITMark and CMMI, the regional German assistance GTZ ORF Programme also supported these efforts. By cost sharing with GTZ, RCI was able to increase the number of companies and countries assisted.

*The RCI project is implemented by SEGURA/IP3 Partners.*