

From Control to Client Orientation



Quick scan of the business
environment in a economy in
transition, a case in Lao PDR

netherlands

development

organization

SNV

Connecting People's Capacities



Lao PDR

Geographical location

Small enterprises backbone of economy

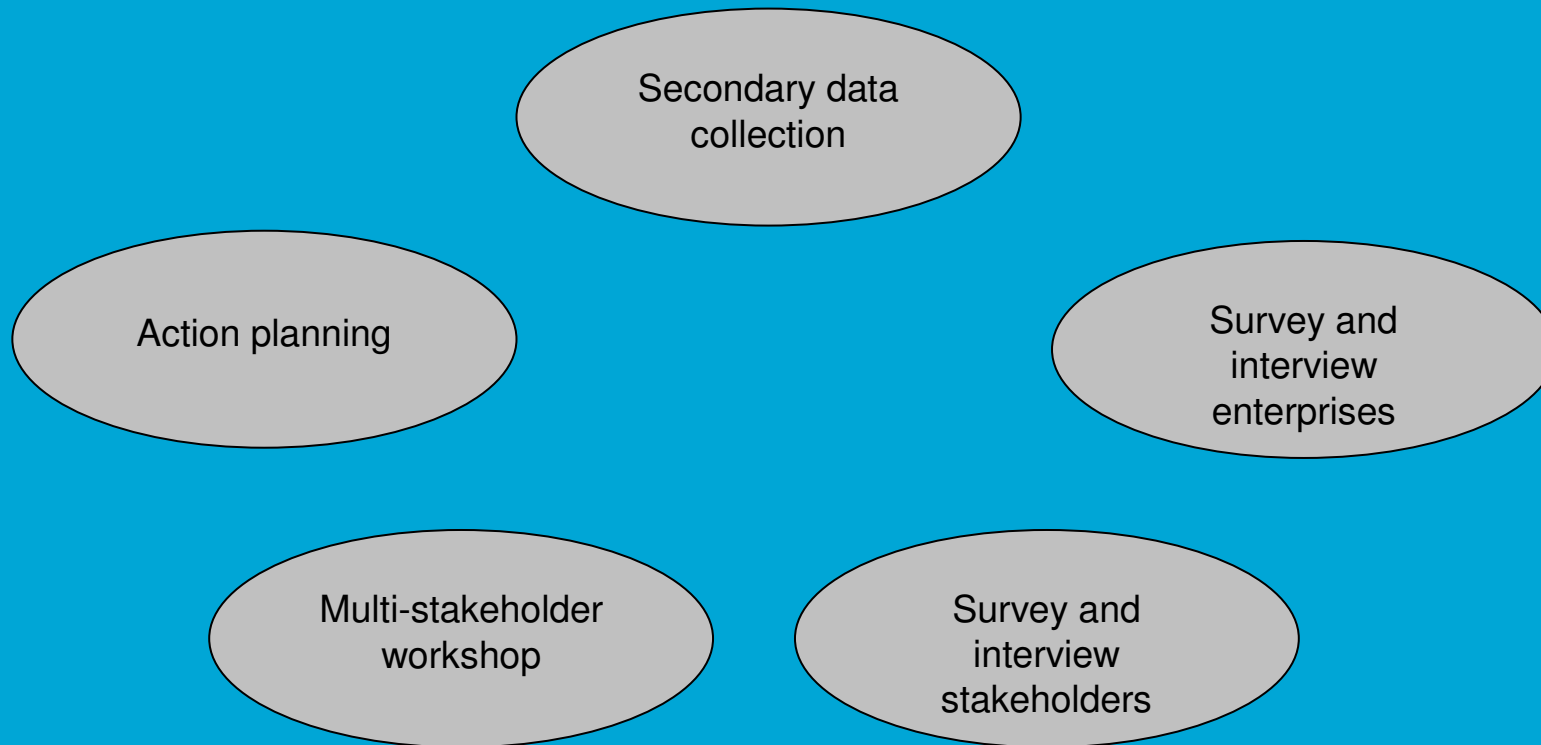
SME Decree

From control to client orientation

Tools and processes

- A variety of tools have been developed, but:
- Lack of focus on small enterprises
- Little attention for enterprise clusters
- Focus on quantitative analysis
- Moving towards creation of reform agenda
- PACA & tools for ID/OD as developed by SNV

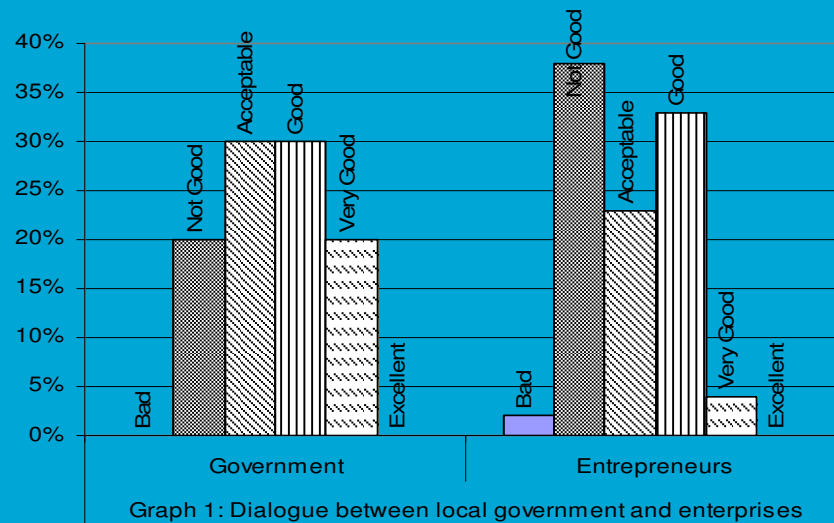
Core Components Quick Scan



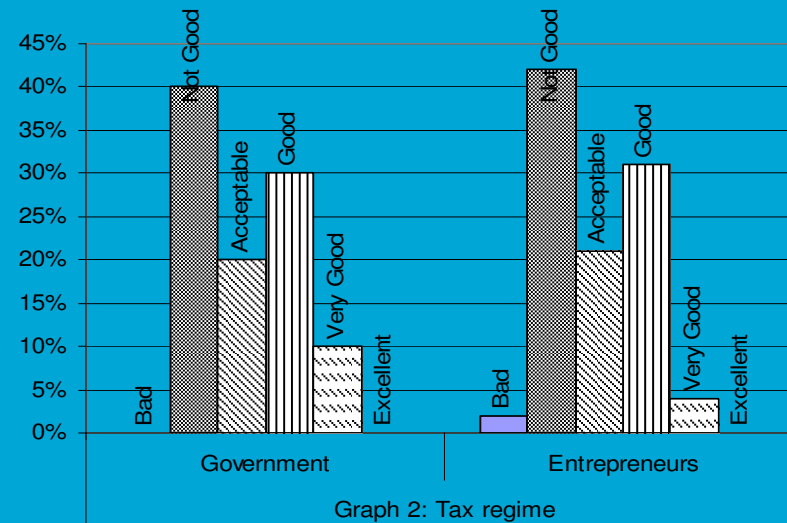
Roles of Local Actors & SNV

Snap shot results cases I

Dialogue between
local government - enterprises



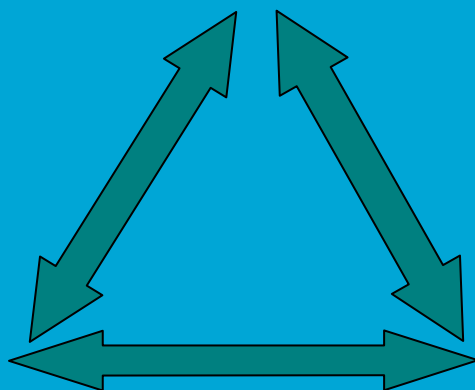
Tax regime



Snap shot results cases II

**Create favorable
investment environment**

**Seek feedback and
improve investment
conditions**



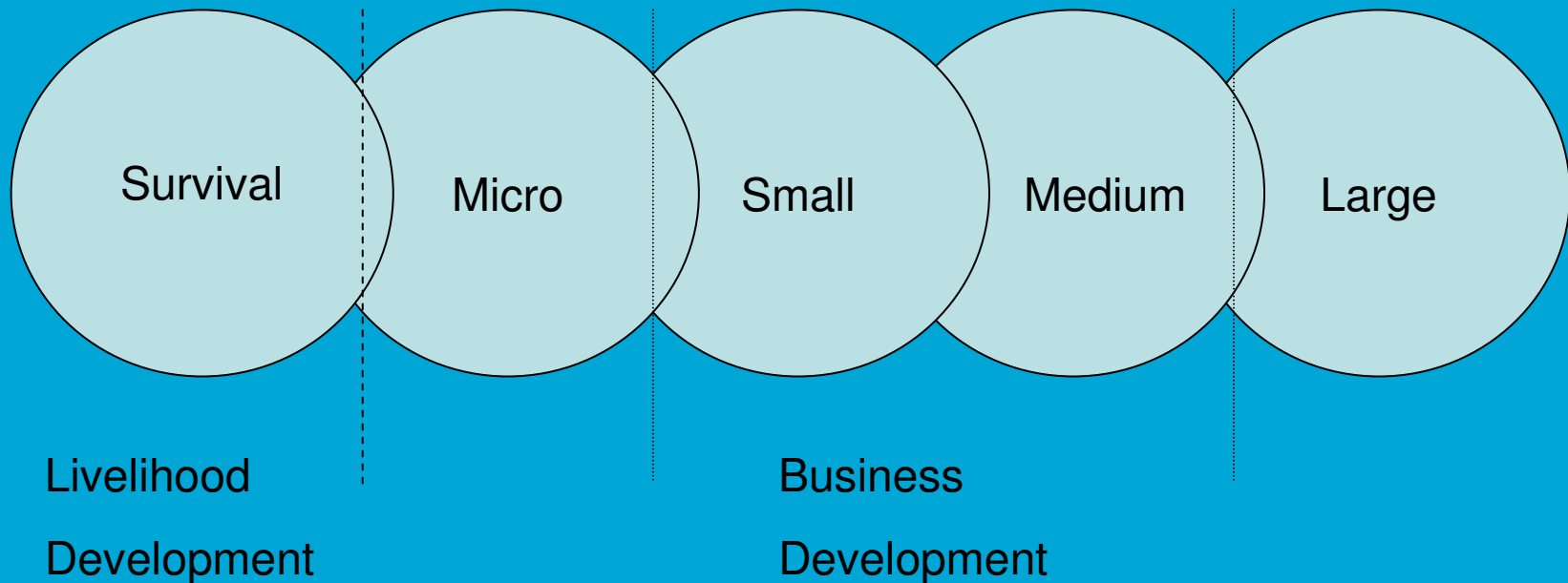
**Communicate the
investment conditions**

Key issues and lessons learned

- Demand versus supply
- Multi actor approach
- Continuing process
- Bridging the gap
- Small is beautiful
- Public private dialogue
- Roles and responsibilities
- Involvement private sector

Does size matter?

Enterprise Classification



Challenges & recommendations

- Assessing the business environment
- Enterprise size and clusters
- Public private dialogue
- Timeframe
- Capacity development
- Performance measurement