



Management Report - January 2009



Forty ACCESS Brand Auditors Certified



Netherlands & Canadian Embassy Representatives graced the Opening Program



Participants' visit to the Federation of Savings & Credit Cooperatives of Thailand Ltd. (FSCT)



In group work

Forty credit union professionals from 11 member organizations were certified by ACCU as ACCESS Brand Master Auditor after successfully attending the five days training on January 26-31 in Bangkok, Thailand. ACCESS-A1 Competitive Choice for Excellence in Service and Soundness was developed by ACCU in collaboration with its member organizations is a quality assurance standards for Asian credit unions. Adopted from Balanced Scorecard, ACCESS comprises of 86 measurable indicators on Financial, Customer/member, Internal Business Processes and Learning & Growth Perspectives of credit unions.

The accreditation of ACCESS Auditors is in line with ACCU commitment to build the capacity of national federations in branding. The auditors are expected to provide technical assistance to credit unions to achieve the standards. Meanwhile, ACCU is also looking at opportunity to utilize the services of the Auditors in the final verification of credit unions seeking ACCESS accreditation. CORDAID, Canadian Co-operative Association (CCA) and the Federation of Savings and Credit Cooperatives of Thailand Ltd. sponsored the training.



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### Exposure Program Helps Widen Credit Union Leaders World View



An exposure program organized by ACCU for CUCO Indonesia and SANASA Sri Lanka has helped some 26 credit union leaders and professionals deepen their awareness of the realities in operating credit unions in neighboring countries like Thailand. During the four-day tour, participants visited FSCT, CULT, Klongchan Credit Union, Soon Klang Thewa Credit Union and Thamasart Savings and Credit Cooperatives. The participants expressed the kinship felt with the credit union people they met. They realized seeing their own country and credit union from another point of view. The exposure widened the participants' views. Now, they think about things that have never thought about seriously before, like having significant outreach on membership, professional management, and passion for quality at all times. They indicated that the learning will be applied in their training programs to inspire and motivate leaders to excel. The exposure tour continues thanks to the collaboration of FSCT and CULT as well as the credit union leaders who are always willing to welcome international visitors.

### The New CU Promotion Project in Laos now on Ground

The CEO and Project Assistant of ACCU visited the three provinces of Xayaboury, Luang Namtha and Oudomxay in the northern part of Laos for the selection of project location, staff and discussion of the project target with DPIs on January 18-23. The MoU for the new project signed last December 11, 2008 is aimed at organizing 5 savings and credit unions (SCUs) in each of the three provinces. Part of the mission was the distribution of office furniture (tables, chairs and filing cabinets) to the five savings and credit cooperatives in Luang Prabang.

Agriterra of the Netherlands continues to support ACCU initiatives in Laos. So far, 49 small credit unions have been organized in six districts in Luang Prabang; however, growth and sustainability will remain the future focus.



Distribution of SCU Sign Board in Luang Prabang



Meeting with DPI in Luang Namtha Province



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### 2009 Cambodian CU Promotion Implementation Plan Laid Out

ACCU organized a planning meeting with the heads of SEDOC and FLIFLY Mr. Sil Vineth and Mr. Rin Po on January 31 in Bangkok, Thailand. The meeting reviewed the accomplishments of the program. In 2009, ACCU will support SEDOC and FLIFLY to strengthen 11 CBFIs (Community Based Financial Institutions). An on the job accounting training is scheduled in March for the Managers and Treasurers of CBFIs and the technical staff of both partners. Maintenance of proper recording and reporting system is critical as the CBFIs are growing its membership.



Also on January 31, ACCU met with CUFA's Mr. Peter Mason in Bangkok to share the developments of ACCU initiatives in Cambodia. Both ACCU and CUFA agreed to collaborate whenever possible in Cambodia, Timor Leste and in other regional programs of ACCU such as the Regulators Conference and Asian Credit Union Forum.

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### ACCU Website and Monitoring System

The enhancement of ACCU website is completed. The website now features the web based credit union data collection, benchmarking service, forum and ACCESS Branding Diagnosis. For the benchmarking service (testing), ACCU is requesting credit unions to upload data to the website. Comments will be most welcome before uploading to the main site. You can log on to the following link: [www.aaccu.coop](http://www.aaccu.coop)

### 4th Regulators Conference and CEOs Workshop

Invitation letters to Asian Cooperative Regulators and CEOs of member organizations were sent out for the 4<sup>th</sup> Regulators Conference on April 22-26, 2009 in Thailand. The conference will be followed by the CEOs workshop on April 26. As an option, CEOs can also participate in the Exposure to Cambodia on April 26 to 30, 2009. The regulators conference will discuss the importance of separate laws and regulations for credit unions.

### PFCCO-VISCUL has Enrolled as Supporter Member of ACCU

The Visayas Credit Union League (VISCUL) of PFCCO has enrolled as Supporter Member of ACCU starting January 2009. PFCCO – VISCUL has become the 5<sup>th</sup> Supporter Member of ACCU in the Philippines and the 27<sup>th</sup> in ACCU roster of supporter members. VISCUL is an active member of the Philippine Federation of Credit Cooperatives (PFCCO). It is a secondary level organization of credit cooperatives in the Visayas region. VISCUL's General Manager, Ms. Emma dela Cerna indicated that her Board wants to demonstrate their commitment to support the development work of ACCU through the supporter membership.