

Human Resource Organization

Team Commitment.....	19
Resources.....	19
Roles.....	20
Reporting Relationships.....	21
Integration and Coordination Mechanisms.....	22
The Business Direction Team.....	22
Sector Teams.....	23
Special Initiatives Teams.....	24
Building Competency in a Changing Environment.....	24
Competency Profiles.....	24
Competency Gaps.....	24
An Environment for Continuous Learning.....	26

Performance Assessment

Service Standards.....	27
Performance Drivers.....	28
Specific Performance Indicators.....	29
Customer Indicators.....	29
Sector Indicators.....	30
Human Resource Indicators.....	31
Workload Indicators.....	32
An Integrated Approach to Performance Assessment.....	33

Implementation Plan

Phase 1: Setting Up.....	35
Phase 2: Making the Change.....	35
Phase 3: Making it Work.....	36
Phase 4: Consolidation.....	36
Outstanding Implementation Issues.....	37

Appendices

Appendix 1: Business Model.....	39
Appendix 2: Role Profiles.....	47
Appendix 3: Competency Profiles.....	54
Appendix 4: Learning Action Plan.....	79
Appendix 5: Structure: Trade and Economic Program in Mexico.....	81