



Management Report - January 2008



Forty ACCESS Brand Auditors Certified



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 as quality assurance standards for Asian credit unions. Adopted from the Balanced Scorecard, ACCESS comprises of 86 measurable indicators on Financial, Customer/member, Internal Business Processes and Learning & Growth Perspective of credit unions.

The accreditation of ACCESS Auditors is in line with ACCU commitment to build the capacity of the national federation 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 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 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.

Agriterra Supports the Establishment of 15 CUs in Lao PDR



With the view to provide access to affordable financial services to rural communities, the Department of Planning and Investment (DPIs) and the Association of Asian Confederation of Credit Unions have signed a Memorandum of Understanding (MoU) on the promotion and strengthening credit unions covering the provinces of Xayaboury, Luang Namtha and Oudomxay in the northern part of Laos.

The MoU was signed by ACCU CEO Ranjith Hettiarachchi and DPI Directors of the three provinces on December 11, 2008 in Luang Prabang. The MoU includes the encouragement and promotion of technical cooperation in among others: building capacity of credit union leaders and professionals through trainings and exposure visits; development of credit union policies, systems and services; provision of financial support on the management of the project; and regular monitoring and evaluation of project strategies and targets.

Meanwhile, ACCU will continue its partnership with the DPI of Luang Prabang targeting to organize five credit unions with the same concept. It is critical to build the institutional capacity of credit unions enabling them to provide sustainable access to financial services to rural communities especially to the low-income groups. 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.



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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.



Treasurer's Supervision of ACCU Financial Management

ACCU Treasurer Mr. Suriya Montripak performed the regular supervision of ACCU financial operations on January 7. The Treasurer verified the financial report by sampling the receipts, payments and cash balances per record against physical evidence. The Treasurer prepared the report to the Board of Directors indicating confidence on the existing financial operations of ACCU.

ACCU Website and Monitoring System

The enhancement of ACCU website is underway with an estimated 80% completion. The website will now feature 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:

4th Regulators Conference and CEOs Workshop

Invitation letters to Asian Cooperative Regulators and CEOs of member organizations were sent out for the 4th 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.