



ممول من الاتحاد الأوروبي
Funded by the European Union



Support to Enhanced Administrative and Public Economic Governance in Egypt

Training: Leveraging Administrative Simplification
Concepts and Tools in the Food Safety Sector in Egypt

6-7 December 2023, Cairo
Summary Note

The EU-funded project “**Support to Enhanced Administrative and Public Economic Governance in Egypt**” is implemented by the Organisation for Economic Co-operation and Development (OECD) for a period of five years (2022-2026). It aims to support the efforts by the Government of Egypt to strengthen the monitoring and implementation of priority public governance reforms. More specifically, the EU funded project addresses three priority areas through two components, namely support to the Egypt Vision 2030 and the National Administrative Reform Plan, as well as support to the effective and efficient execution of public finance systems. These objectives respond to the EU-Egypt Partnership Priorities 2021-2027 and will be implemented through the strategic collaboration between the Government of Egypt, the EU, and the OECD.

The project, in close partnership with the Ministry of Communications and Information Technology (MCIT), aims to assist Egypt in simplifying administrative procedures through capacity building and coaching activities to key stakeholders in a practical and hands-on manner. Through a pilot programme, the project will support select stakeholders in applying administrative simplification tools such as service mapping, user journey optimization, and the Standard Cost Model (SCM) to refine these tools for use in public administration units. The pilot focuses on improving the registration and inspection procedures for food establishments overseen by the National Food Safety Authority (NFSA).

Objective of the training

As part of the pilot programme of the project, the two-day training: “Leveraging Administrative Simplification Concepts and Tools in the Food Safety Sector in Egypt” took place on 6-7 December 2023 and was attended by 40 NFSA staff members and the Ministry of Communications and Information Technology (MCIT). The objective was to enhance capacities and skills of civil servants in NFSA engaged in the regulatory oversight of food-related businesses, with a focus on the registration and inspection procedures. The workshop also served as a platform for civil servants to exchange ideas and experiences, fostering peer-to-peer learning and the development of a collective understanding of shared challenges and potential solutions. Through the two-days training, participants gained knowledge and skills for applying this to the registration and inspection procedures in the food safety sector through cutting edge new methods, tools and instruments.

Key Takeaways



The training program focused on building knowledge on administrative simplification tools, including service mapping, user journey optimization, and supply chain management (SCM). This provided participants with both theoretical knowledge and practical skills for analysing and mapping processes in services and procedures within the NFSA. The training aimed to facilitate the transition from the current state (As-Is) to the desired state (To-Be) of the registration and inspection procedures led by the NFSA. Participants acquired a solid understanding of the underlying principles of administrative simplification and were introduced to various tools and techniques used

in this field. They also had the opportunity to discuss the administrative burdens faced in different sectors, such as supermarkets, fisheries and factories among others. The training also exposed participants to UX tools, such as user personas, journey mapping, and service design, which are used to enhance the efficiency of public service delivery. Additionally, an introduction to collaborative chain management was provided, specifically focusing on the Standard Cost Model (SCM). Participants learned how to calculate administrative burdens using SCM and how to evaluate and reduce these burdens.



The training program combined the sharing of conceptual frameworks with practical hands-on activities to help participants better understand service maps and cost identification to identify potential enhancements for the registration and inspection procedures in the food safety sector. Participants examined the legal foundations, touchpoints, and paperwork involved in these processes through detailed mapping and analysis of the citizen and civil servants' journey to deliver these procedures. They also worked in teams and used the SCM to calculate the burdens associated with food inspection and licensing, reinforcing their understanding of administrative procedures. By

identifying areas for improvement and integrating them into the service maps, participants were able to identify hotspots that needed attention for future reform. They also actively engaged in problem identification and solution brainstorming, prioritizing issues for future improvements. These exercises equipped participants with an improved skill set and a comprehensive understanding of administrative concepts and tools, enabling them to effectively contribute to the improvement of public service delivery.

After completing the two-day training, participants were able to identify key learning outcomes related to understanding administrative burden simplification and its practical application. They emphasized the need to simplify administrative procedures and gained an in-depth understanding of streamlining processes to achieve clarity, coherence, and better coordination within regulatory bodies. They recognized the importance of adopting a user-centric approach, understanding customer needs, engaging stakeholders, and striving for equality between users and service providers within legal frameworks. The training also improved participants' problem-analysis skills, enabling them to identify burdensome procedures, associated costs, and the applicability of laws for small businesses. They were able to evaluate organisational procedures and develop strategies to simplify them without compromising overall regulatory objectives. Additionally, there was a focus on improving efficiency, understanding service procedures, evaluating efficiency factors, and managing paper processes. Participants also acknowledged the importance of involving citizens and businesses in the development of regulations and procedures to create a user-responsive environment, aiming to build trust in the service delivery process while adhering to regulation.



Next Steps:

- Coach NFSA staff in analysing the two service procedures, identifying areas for improvement, and creating technical recommendations for enhancement.
- Develop a training manual and conduct a ToT program to equip participants with effective techniques for disseminating tools and manuals across public administration units.

For more information: [Support to Enhanced Administrative and Public Economic Governance in Egypt \(2022-2026\)](#)

