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**CESD** | CENTER FOR ECONOMIC  
& SOCIAL DEVELOPMENT

*Global Think-Tank*

## **Quality Development Policy**

**The Policy was approved by the CESD Board Members on August 19, 2022**

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## **Introduction**

In order to boost work performance and quality, each organization needs to focus specific attention on it. In this regard, different measures are implemented in this direction.

The Center for Economic and Social Development (CESD) operates since 2006 and develops progressively yearly. The main reason associated with the growth and progressive improvement is the annual increase in work quality. Compared to the last 5 years, the organization recorded a significant development. CESD classifies quality indicators as follows:

- Providing necessary opportunities and conditions for subordinate workers.
- Motivating staff members, e.g providing awards, teamwork activities, etc.
- Providing each worker with essential equipment.
- Discussing week schedule every Monday during brief meetings. Encouraging proposals and remarks.
- Providing an opportunity to visit different countries.
- Providing an opportunity to gain experience in the organization for both local and foreign citizens.

## **Analysis**

Compared to 2016, the capabilities of the Center are much wider. The new office and updated equipment are more appropriate for activities implemented by CESD. At the same time, it provides employees with additional stimulus. Additionally, an increased number of staff members and interns is a good indicator of the center's development. To ensure a stable quality increase, the Quality Manager position is appointed within the organization.

In comparison with previous years, the number of visitors to the CESD's website increased considerably. One of the key factors is the successful modernization of the website. Currently, a

website is operating in Azeri, English, and Russian languages. New reports and articles are posted to the website weekly. The topics cover actual issues in different fields.

Ensuring quality IT service refers to one of the key priorities for the organization. Qualitative IT service improves communication between staff members, donors, and the public and makes it faster and easier. In this regard, all employees, both local and foreign, are able to stay in touch constantly.

Last year, the center has strengthened its positions and communication within the media, expanding its public relations.

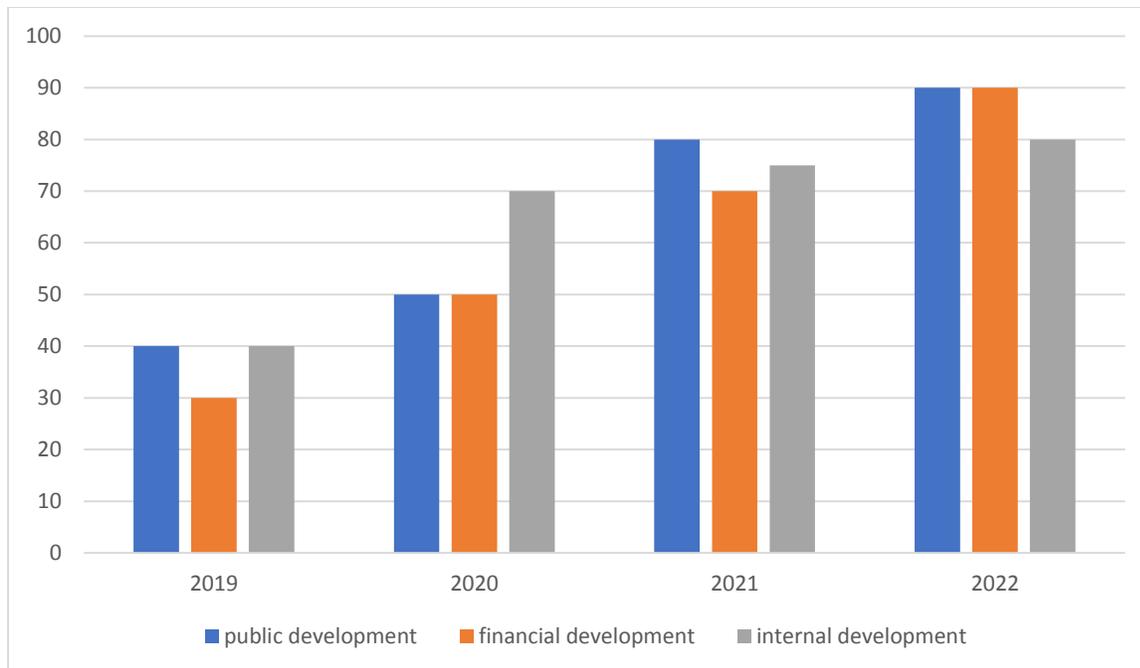
CESD applies several different methodologies to improve the quality of work. For instance, promoting the worker to a higher position increasing his/her salary, or giving them additional awards. Aside from this, the center controls the staff members' daily work progress through effective time of stay at work. This, in turn, helps to create workers' liability.

CESD provides an opportunity to its workers to use the office out of working hours, allowing them to use additional work hours with a strong emphasis on the level of quality performance. Each Monday, staff members discuss plans for the week with administrative personnel.

From the financial perspective, CESD had witnessed a great success compared to last years. The annual income of center increased by 50-60%, mainly due to the increase in the number of projects. CESD embarks on new cooperation with different organizations showing high-quality indicators. The following figure depicts the center's development.

CESD assesses development in 3 different areas:

- public development
- financial development
- internal development



Following its practice, the center holds trainings not only in Baku but also in different regions of Azerbaijan. Compared with the previous years, the quality of trainings improved significantly:

- Trainings are held by both local and foreign experts.
- Trainings are held not only in Azeri but also in English with ensured translation services if necessary.
- Media workers, local and international organizations along with officials participate in the workshops.
- CESD website provides updated information to strengthen the ties between its partners continuously.

Over the last years, the center provided working and internship opportunities not only to local but also to foreign citizens, which resulted in a positive impact on the work quality, respectively. The presence of foreigners in the office allowed small changes to the center's activities. For instance:

- English is assumed as a daily language at work.
- Workers developed a sense of competition.

- The exchange of experience and knowledge improved the overall state and quality of the work performed.
- Workers had a chance to improve their English.



**Recommendations for the quality increase:**

Although the center keeps improving its quality yearly, it has to follow and update techniques and methods to step up its success. This is the key factor for each organization.

- Employees have to follow primary disciplinary rules and keep using Employee Handbook as a main guiding tool.
- Teamwork activities have to be ensured and implemented weekly to boost general state and working atmosphere within the organization.
- Employees sense of responsibility has to be increased constantly to boost the quality of tasks performed.
- Award for hardworking staff has to be ensured in order to motivate workers.