

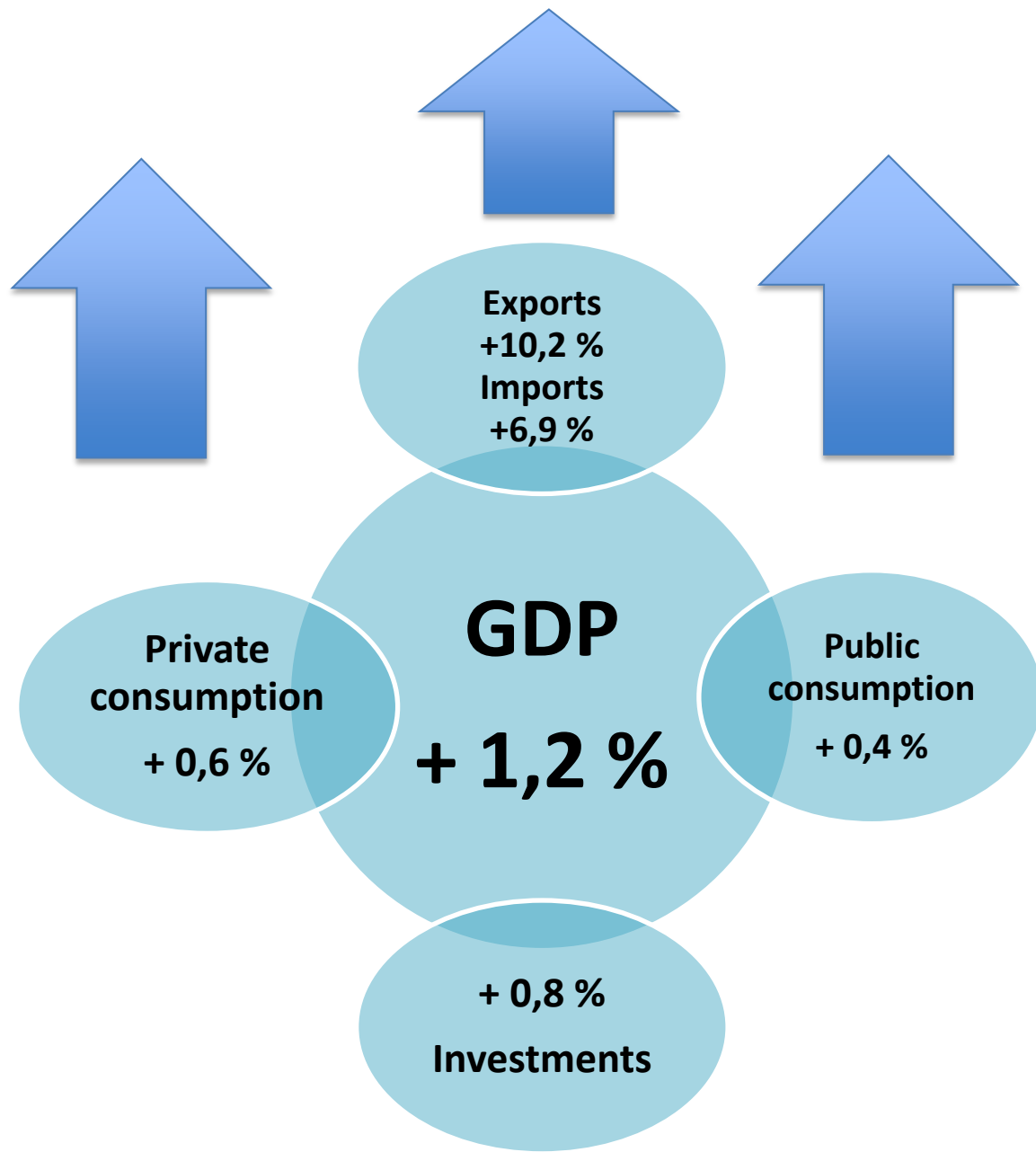
# Economic Diplomacy Results

Joško Klisović, Deputy Minister



**Economic  
Diplomacy**

Ministry of Foreign  
and European Affairs  
*In Service of Fostering  
Croatia's Economic Growth*



# Key performance indicators (KPI)

2027

Number of  
Croatian  
Exporters

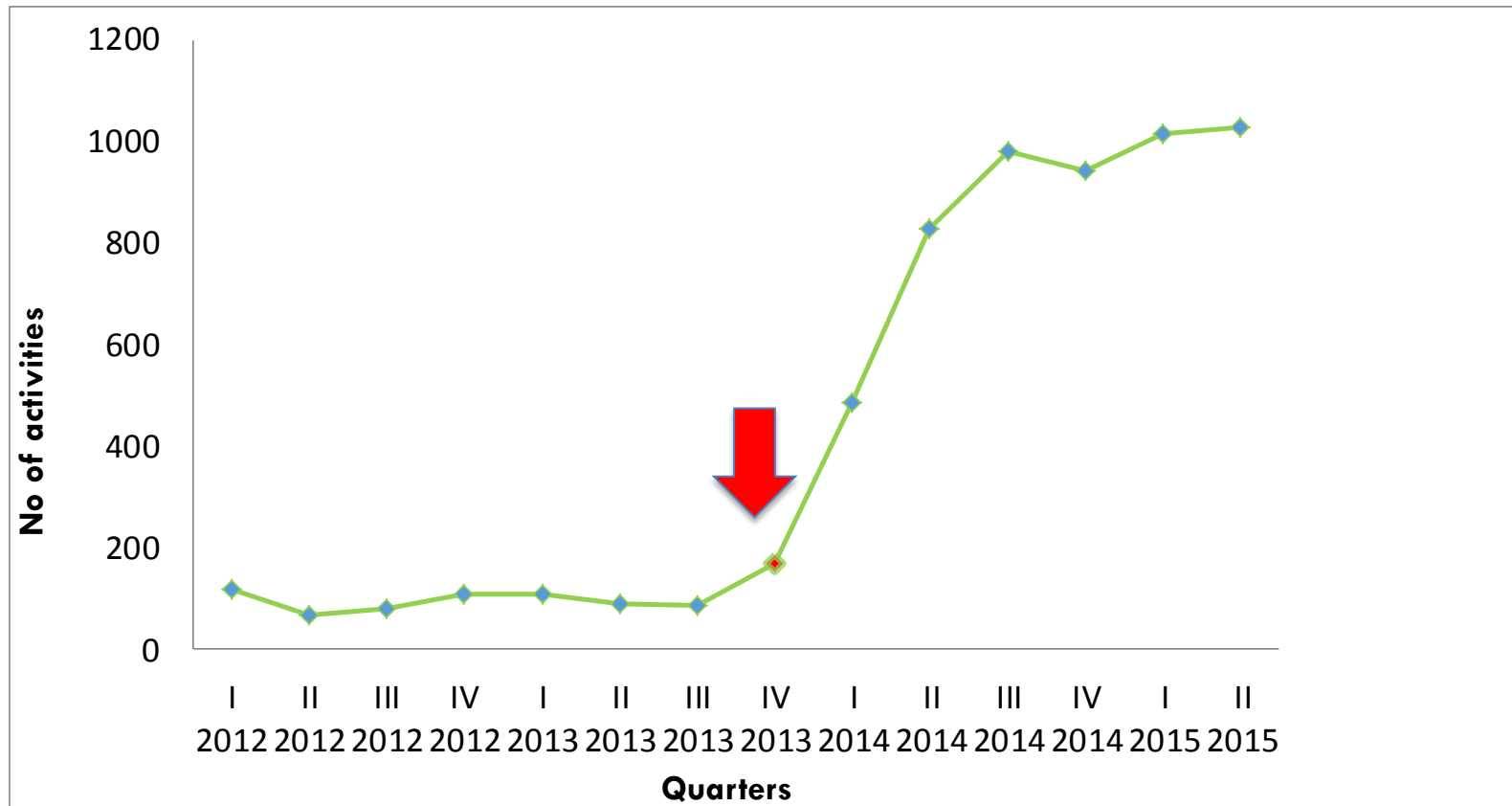
8500

Number of  
Services  
Rendered

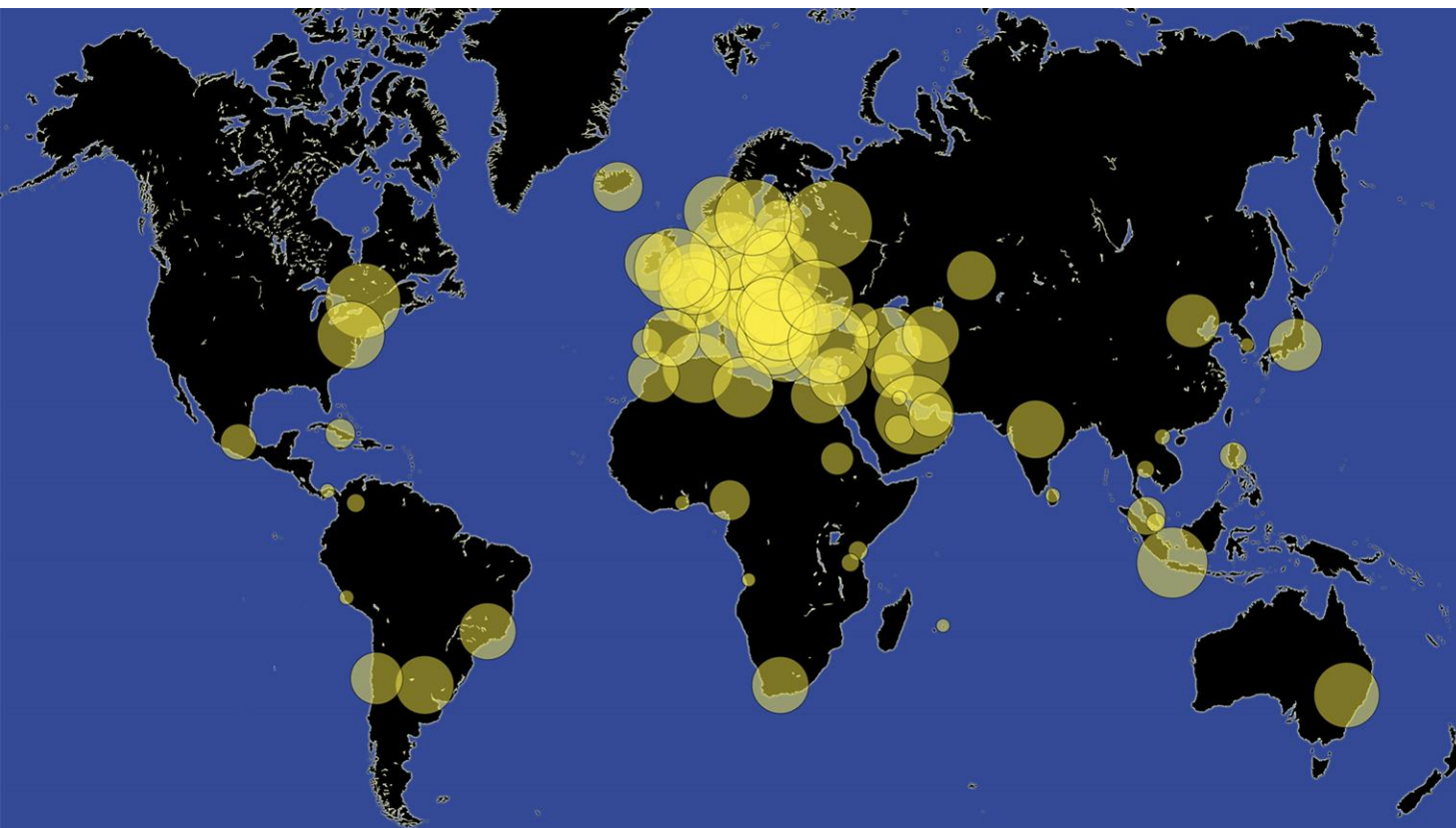
2746

Number of  
Export  
Opportunities

# Activities of assisting exporters – by quarter



# Exporter support activity- by country

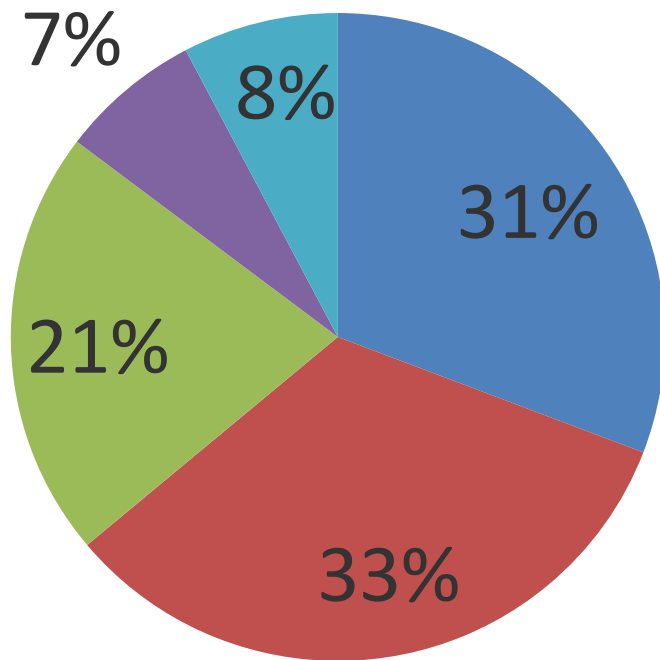


1. GERMANY
2. AUSTRIA
3. ITALY
4. B&H
5. UK
6. USA
7. POLAND
8. FRANCE
9. RUSSIA
10. HUNGARY

# Developing the system

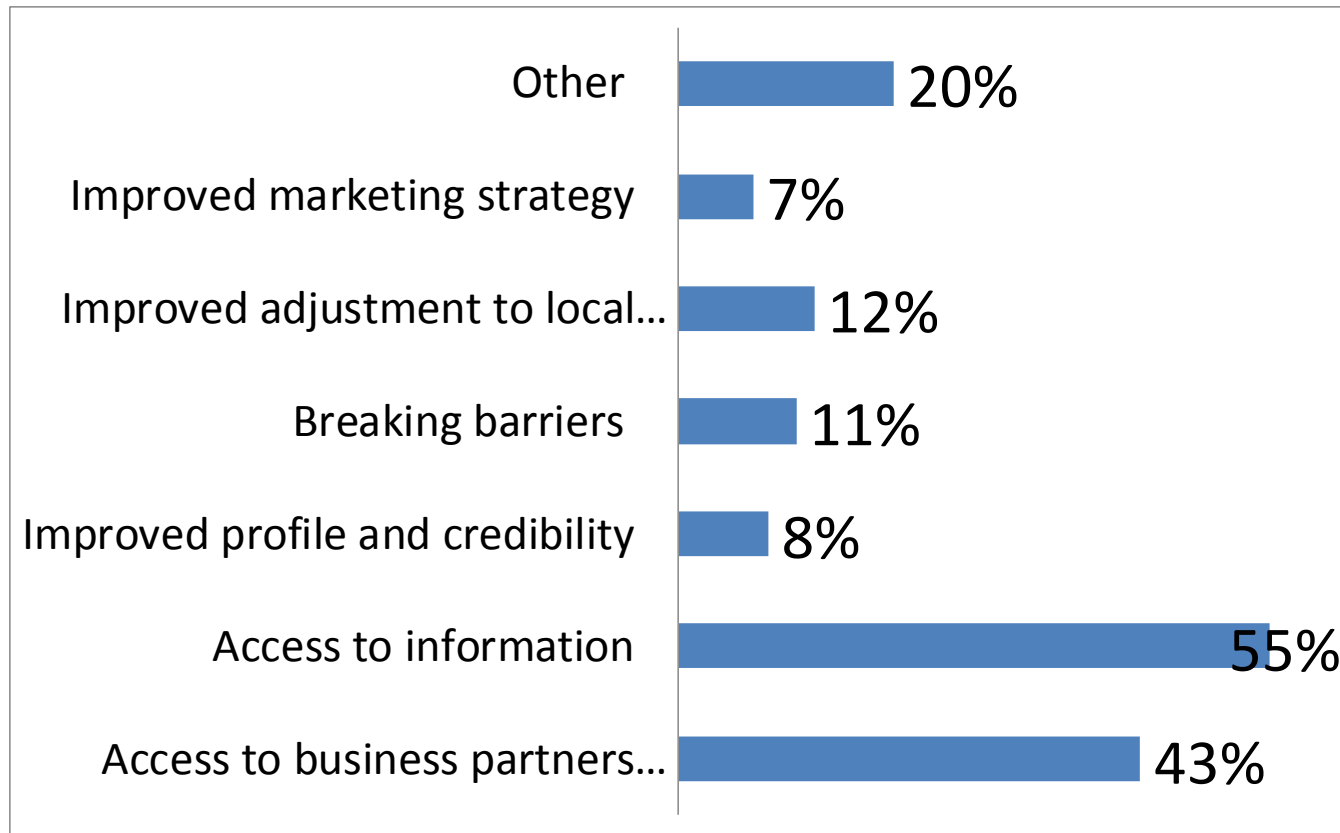
- New institutional culture
- Competence for foreign trade policy (export)
- Identified priority markets
- Adjustments to coverage and location of diplomatic outposts/network
- Quarterly objectives and evaluation of embassy performance
- IT improvements and managing information (CRM)
- Web: Open data and users' requests
- Measuring level of users' satisfaction

# How would you grade the quality of our service?



- Excellent
- Very good
- Good
- Adequate
- Inadequate

# In which way did we contribute to your business in foreign markets?





# Please assess the following characteristics of our work:

