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ADB's New Operating Model



Accelerating transformation
toward Strategy 2030 and beyond

Capacity Building Program for Pakistan Government Officials on ADB Processes and Procedures –
19 August 2024



The **New Operating Model** makes ADB the best it can be, to **achieve Strategy 2030 goals**, and equip us for **future challenges**.

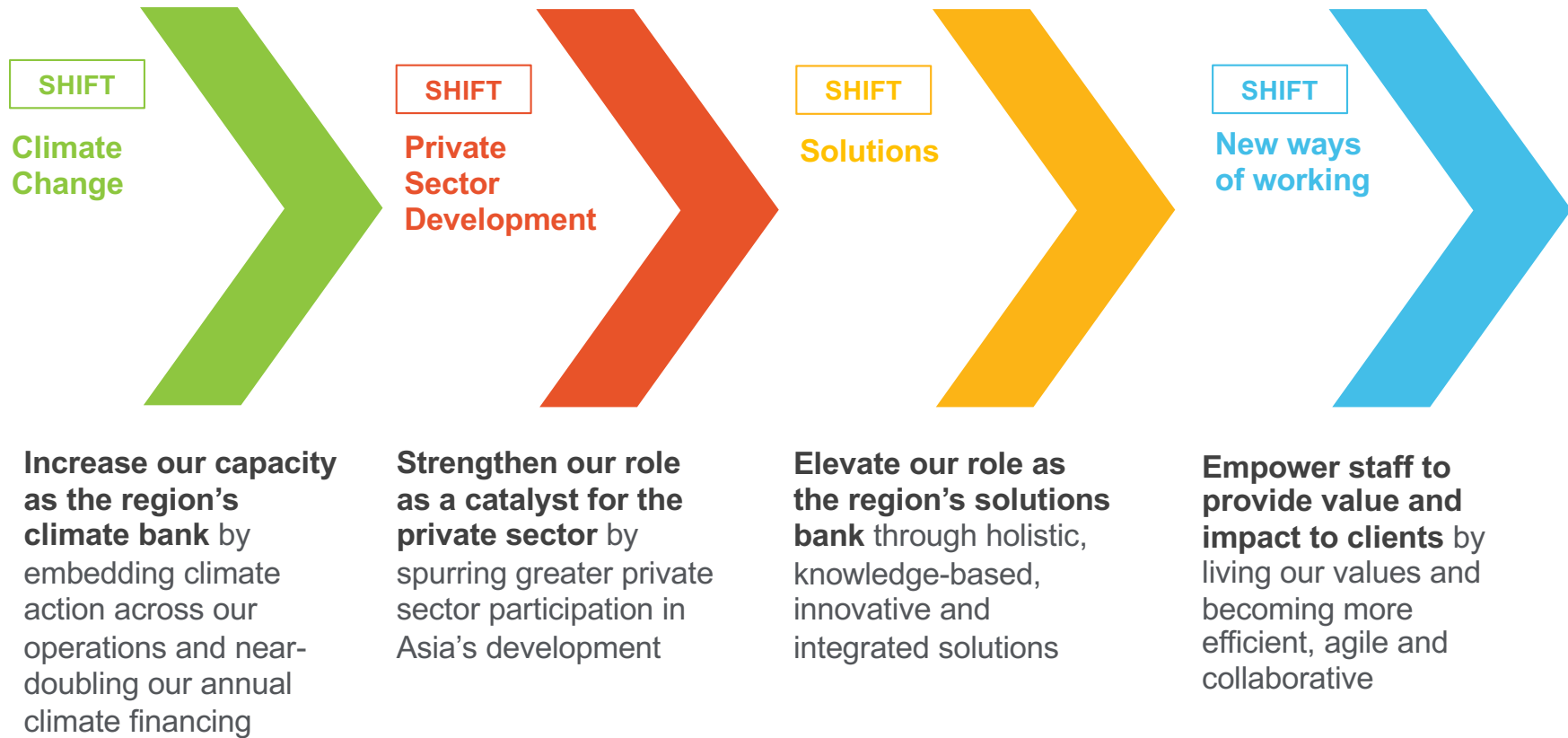



STRATEGY 2030

PROSPEROUS
INCLUSIVE
RESILIENT
SUSTAINABLE

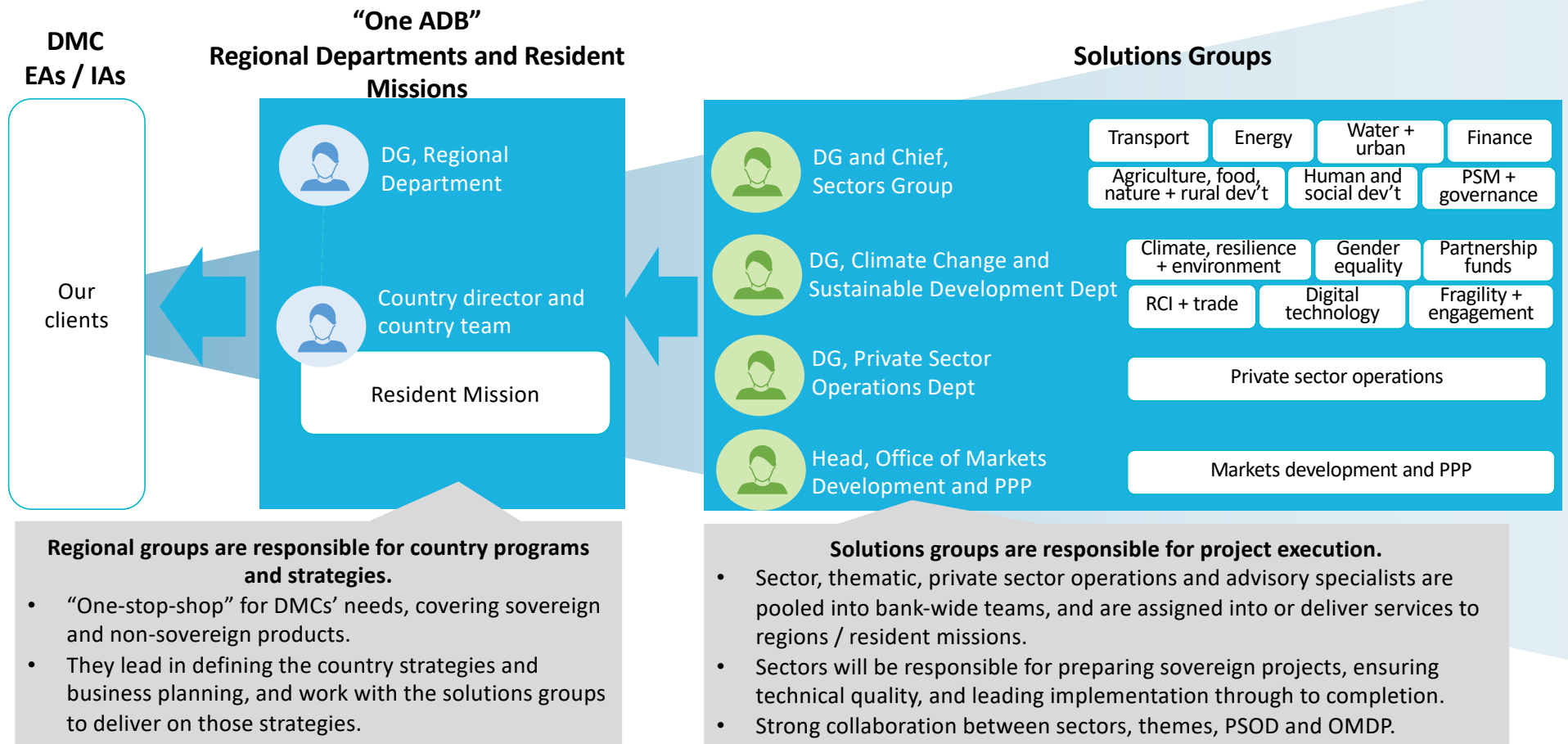
ASIA AND THE PACIFIC

To achieve the vision of Strategy 2030 **four shifts** need acceleration





The new operating model channels ADB's varied resources for the **benefit of DMCs**



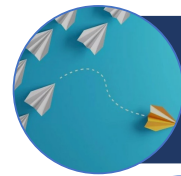
DG = director general; DMC = developing member country, EA = executing agency, IA = implementing agency, PPP = public-private partnership, PSM = public sector management, RCI = regional cooperation and integration



Benefits to Developing Member Countries

Client centricity is at the core of the new operating model

A key focus of the new operating model will be around being able to better work with DMCs on solutions that meet your needs, make our specialists more available by bringing them closer to the field, and improve the efficiency of our business processes



Wider role of country offices: “One ADB” resident missions that will work with DMCs to coordinate and deliver solutions using all of ADB’s products and services



Decentralization: More specialist resources and managers in the field, and greater decision making authority delegated to the field



Focus on quality: Enhanced focus on quality and development impact, making sure that every dollar of ADB support does more for DMCs




Business process streamlining: A comprehensive review of sovereign and nonsovereign business processes to reduce bureaucracy, delegate decisions, and overall make processing more efficient



Private sector development: Develop and execute coordinated and tailored approaches to PSD, bringing sovereign and nonsovereign expertise closer together and closer to our clients

Transformation program status





We are **half-way** in the implementation of the new operating model

Phase 1: Establishing the bases of the new operating model

Key Phase 1 changes:

- New structure and TORs for operational departments rolled out to HQ
- New processes for SOV and NSO
- SOV-NSO integrated teams piloted

Phase 2: Deepening transformation and finetuning

Key Phase 2 changes:

- Decentralization starts
- Structural changes rolled-out to RMs
- New KPIs and operations planning processes
- HR reforms

Phase 3: Scaling-up, stabilizing and integrating recommendations of MTR Strategy 2030

Key Phase 3 changes:

- Decentralization continues
- Structural integration of selected SOV-NSO sectors begins
- More HR reforms (job architecture)

