

PVS SUSTAINABLE LABORATORIES MISSION:

STEPS FOR A SUCCESSFUL MISSION

The OIE Delegate and the mission Contact Person are kindly requested to ensure that each step in the following list is fulfilled for a successful mission.

BEFORE THE MISSION

- Establish contact with **PVS Laboratory Expert Team** through the Team Leader
 - *Introductions*
 - *Schedule first virtual meeting (Data Collection Meeting) date*
 - *Confirm targeted mission dates*
- Designate **Contact Person (CP)** for the mission. The Contact Person is often the OIE National Focal Point for Veterinary Laboratories. The Contact Person should:
 - *Act as the liaison between the PVS Laboratory Expert team, OIE Delegate, and laboratory management*
 - *Be available and willing to work for successful mission outcomes*
 - *Develop a communication and reporting process to meet the requirements of the PVS Laboratory Expert Team*
 - *Coordinate communications with Laboratory Management of all laboratories in the system*
 - *Organise regular and frequent (e.g., weekly) meetings with laboratory management to monitor progress*
 - *Identify other stakeholders that should be included in the mission (e.g., health laboratory sector, private laboratories, associations, etc.) and inform and include on progress*
 - *Ensure maximum participation of all laboratories in the system with appropriate engagement through communication, inclusion, information sharing, and accessibility to meetings and discussions.*
 - *Coordinate and contribute to the gathering of laboratory and laboratory system data, ensuring that the most up-to-date information is considered*
 - *Provide the requested information to the PVS Laboratory Expert team in a timely fashion, according to agreed dates, in the required data collection format*
- Appoint the **Country Team**. The Country Team is often composed of the OIE Delegate, the Laboratory Focal Point, and a mix of directors, managers, department heads, administration, and technicians from each laboratory at each level of the laboratory system (e.g., central, provincial, district), other major laboratories (e.g., public health, university, private). Its members will:
 - *Actively engage in the mission process for best mission outputs*
 - *Attend virtual intake interviews and mission meetings*
 - *Assist the Contact Person to achieve Members' role and mission goals*
 - *Collect laboratory and laboratory system data, or help those collecting the information*
- Choose the **Stakeholders** who should take part in distinct stages and meetings of the mission.
 - *Frequently, staff of the Competent Authority, representatives of the Ministry of Agriculture, other relevant ministries, trade organisations with an interest in laboratory services, research, and resource partners, etc. participate in the opening and closing meetings.*
 - *Share mission documentation with stakeholders and let them know about their role.*
- Define and agree on the mission timeline, dates, and roles.
 - *Document the roles and responsibilities to ensure that the Contact Person and Country Team members understand their role and what is expected of them to ensure the mission's success*
 - *Determine the stakeholders' involvement in the development of the mission's scope (e.g., which laboratories/who will participate, who needs to know and understand outcomes)*

- *Engage partners and define lines of communication, roles, and responsibilities*
- Plan the logistics around the meetings with the PVS Laboratory Expert team to ensure they are well-managed.
 - *Define time, dates, participants, agenda, place, etc. for all meetings*
 - *Arrange interpretation/translation services as needed*
 - *Discuss internet requirements, specific applications, preparations needed to be ready for launch*
- Address any issue, concern and/or challenge that the mission may encounter, with a solutions-oriented approach.
- Complete all data collection activities prior to the mission on time, in proper format, and according to agreed timelines.

DURING THE MISSION

- Plan the logistics for meetings with the PVS Laboratory Expert team to ensure they are well-managed.
 - *Define time, dates, participants, agenda, place, etc. for all meetings*
 - *Arrange interpretation/translation services as needed*
 - *Discuss internet requirements, specific applications, preparations needed to be ready for launch*
- Coordinate and implement virtual meetings as discussed and scheduled with all required people.
 - *Ensure that the Country Team and Stakeholders are engaged at appropriate meetings.*
 - *Record participants of all meetings.*
 - *Adapt mission planning according to availability of key persons for mission success.*
- Respond at once to queries from the PVS Laboratory Expert team regarding scenarios, options, questions, and follow-up.
- Address any issue, concern and/or challenge that the mission may encounter, with a solutions-oriented approach.
- Identify and help manage situations where constraints impact mission success.

AFTER THE MISSION

- Respond to any remaining questions from the PVS Laboratory Expert Team.
 - *Provide any missing documents, data, relevant information*
- Ensure all participants in the mission fill in the mission satisfaction survey.
- Convene a laboratory system-wide meeting to debrief on the lessons learned from the mission.
- Review, comment, and confirm the mission report upon receipt and according to deadline.
 - *Coordinate with Team leader and the OIE HQ relevant communications*
- Determine the confidentiality status of the mission report.
- Convene a meeting withing the Competent Authority, to raise awareness about the mission outputs and brainstorm about next steps.
- Convene strategic meetings within the Ministry to plan dissemination of the report and development of an advocacy plan for implementation of the mission report roadmap.
- Provide access to the report for all participants in the mission, the Country Team, and Stakeholders.
- To agree on next steps and establish specific commitments with responsible persons and clear deadlines indicated.