

Strategic Plan for 2008- 2010											
No.	Strategic Goals	No.	Strategies	Responsible Parties for Implementation and Collaboration		Duration (in Months)	Performance Indicators	Percentage of Completion			
				Internal	External			First Half	Second Half		
<b>Institutional Objectives</b>											
1-	Provide an attractive investment climate	1-	Revision and development of infrastructure and superstructure	Engineering Directorate	Electricity Company	Continuous	Developed areas				
					Water Authority		Occupied areas				
					Telecommunications Company						
					Ministry of Public Works		Number of industrial buildings				
					Contractors		Achievement rates				
					Engineering consultancy offices						
		2-	Improve the efficiency of ancillary services	Industrial Estates Management	Civil Defence	Continuous	Number of services				
					Engineering Directorate			Public Security			
								Ministry of Industry and Trade			
								Petroleum Refinery	Financial Expenditure		
								Ministry of Labour			
								Customs Department			
		3-	Developing further industrial estates	Engineering Directorate	Ministry of Municipalities	24					
					Technical Control Directorate			Qabaja Special Economic Zone	Number of industrial states		
								Department of Lands and Survey	Developed areas		
								Ministry of Environment	Occupancy rates		
								Municipality Councils	Achievement rates		
		4-	Provide protection system	Industrial States Management	Public Security Directorate	12					
					Technical Control Directorate			Security Companies	Financial Expenditure		
								Security Companies	Number of operational staff		
	Civil Defence Directorate										

				Administrative officials		Security checkpoints				
		5-	Attract investment projects utilizing and producing high technology	Investment Directorate	Jordan Investment Board	Continuous				
					Embassies		Volume of investments			
							Number of new investments			
2-	Protect the environment and comply with environmental standards	1-	Improve development of water treatment plants			6				
				Engineering Directorate	Ministry of Environment	12	Number of breaches			
				Technical Control Directorate	Water Authority		Number of field visits			
							Number of complaints			
		2-	Raise environmental awareness and provide guidance	Technical Control Directorate	Ministry of Environment	4	Number of breaches			
							Ministry of Health			
							Non-Governmental Organizations		Number of brochures	
									Number of field visits	
									Number of workshops	
3-	Enhance partnership with the private sector	1-	Strengthening communication channels with the private sector	Public Relations and Media Directorate	Chambers of Industry	6				
				Investment Directorate	Investor's Associations		Number of field visits			

			Industrial states management	Jordan investment Board		number of meetings		
				foreign embassies in Jordan		number of brochures		
				media		information reports		
		2-	encourage the private sector in financing the establishment and development of industrial estates	Planning and assessment directorate	domestic and foreign aid programs	18		
				investment directorate	Ministry of Planning		number of agreements	
				Finance directorate				
4-	raise the production efficiency of workers	1-	skills development and capacity building			12		
				Administration directorate		continuous	number of participants in committees	
				Finance directorate			programs and workshops	
							number of suggestions	
							number of promotions	
						24	number of participants in workshops	
							Volume of spending	
		2-	promote the concept and process of knowledge management	Public relations and media directorate		12	management awareness bulletins	
				assessment directorate			number of training workshops	
				Administration directorate			the corporation magazine	
				Information technology directorate			number of visitors to the library	
							number of suggestions	
							number of thank-you letters	
							Value of incentives granted	
							number of borrowed books	
5-	the provision of financial resources and to develop it	1-	rationalize the different types of expenditure	Directors of industrial estates		12	proportion of savings	
				Directors of directorates				
				Internal audit directorate				
				Director of finance			rate of return on the property	
							proportion of decline in dept	

		2-	maximize income and diversification	assessment directorate		36				
				investment directorate			Volume of investments			
				finance directorate			proportion of the cash audit			
				internal audit directorate			collection rate			
							proportion of self-financing			
							percentage distribution of revenue and profit			
6-	improvement and development of institutional performance	1-	development of software and hardware			6				
				information technology directorate		continuous	number of Hardwars developed			
							number of new systems			
		2-	raise the level of customer satisfaction	industrial states management		6	number of simplified procedures			
				investment directorate			number of developed services			
				public relations and media directorate			number of meetings with customers			
							number of customer suggestions			
		3-	raise the level of staff satisfaction	directors of directorates		12	number of committees and task forces formed			
				directors of industrial states			number of staff suggestions			
				administration directorate			Value of rewards			
				finance directorate			number of complaints			
							recurrence of complaints			
							abortum over rate			
							number of sick leaves			
							number of penalties			