

Abbreviations

AM	Application management
ASP	Application Service Provider
ASRK	Agency of Statistics of the Republic of Kazakhstan
BIAC	Business and Industry Advisory Committee to the OECD
BISAM	Business Information, Social and Marketing Research Center
BOT	Budgetary transfers
BPO	Business process outsourcing
BSE	Bovine Spongiform Encephalopathy
B2B	Business-to-business
B2C	Business-to-consumers
Ca	Calcium
CAGR	Compound annual growth rate
CBT	Computer-based training
CCS	Country Capability Survey
CEE	Central and Eastern Europe
CIS	Commonwealth of Independent States
CMMI	Capability Maturity Model Integration
CSS	Contact centre services
EPZ	Export processing zones
ERP	Enterprise resource planning
F&A	Finance and accounting
FCC	Food Contract Corporation
FDI	Foreign direct investment
FIS	Foreign Investor Survey
FMD	Foot-and-mouth disease
FTZ	Free trade zones
GAO	Gross agricultural output
GRDI	Global Retail Development Index
GTZ	Deutsche Gesellschaft für Technische Zusammenarbeit
HACCP	Hazard Analysis and Critical Control Point
HR	Human resources
ICT	Information and communication technology
IPA	Investment promotion agency
IT	Information technology
ITO	Information technology outsourcing
KPO	Knowledge processing outsourcing
MENA	Middle East and North Africa
Mg	Magnesium

MMT	Million metric tonnes
MNE	Multinational enterprise
MOK	Mal Onimdery Corporation
MPD	Market price difference
MPS	Market price support
MSME	Micro, small and medium enterprises
NAC	National Analytical Center
NACE	Classification of Economic Activities in the European Community
NPK	Nitrogen, phosphorus and potassium
NUA	New University Astana
OECD	Organisation for Economic Co-operation and Development
PFC	Policies for Competitiveness Framework
PFI	Policy Framework for Investment
PIM	Perpetual inventory method
PO	Producers' organisations
PPF	Policy Prioritisation Framework
PPP	Public-private partnership
PSE	Producer support estimate
S	Sulphur
SaaS	Software as a service
SCF	Supply chain financing
SCSR	Sector Competitiveness Strategy and Review
SCT	Single Commodity Transfer
SEZ	Special economic zone
SLA	Service-level agreement
SME	Small and medium enterprise
SPC	Service Production Centres
SPF	Sector Prioritisation Framework
SZ	Specialised industrial zones
TEU	Twenty-foot equivalent unit
TFP	Total factor productivity
UA	User assistance
UI	User interface
WTO	World Trade Organization
3PL	Third-party logistics
4PL	Fourth-party logistics



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