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Over the past financial year, we have focused our energies on delivering the highest quality of service to all our schools and stakeholders. To do so, we have made some radical and necessary changes, both in terms of what we provide for our community and how we provide it.

Our primary focus, now and always, is how we support and serve our schools. Our organizational rhythm is based on the three pillars of our strategy:

- **Innovation**, because we must innovate to remain relevant and to stay at the leading edge of the educational domain.

- **Service**, because we need to put the stakeholder experience and journey as central drivers in all our thinking.

- **Community**, because we depend on our community for success, as much as they depend on us.

**Innovation**: We continuously innovate in line with the world’s learning and teaching standards, and this applies especially to our programmes which are the heart of the IB. Over the past few years, the Middle Years Programme (MYP) Next Chapter has been implemented and we have successfully launched eAssessment for MYP. We looked around the world to fulfil our vision to create contemporary, rich assessments, delivered digitally, but we found no exemplars. As a result, we created a system that allows for innovation and which we have successfully implemented. While we perfect this further, we will build on the lessons learned to ensure that our
Diploma Programme assessment will be relevant for today’s students and tomorrow’s skills. We have also completed the Primary Years Programme review, which is almost set for launch.

**Service:** We are making many other demonstrable gains thanks to a range of digital initiatives which are significantly improving the way that our community interacts with our systems and put our stakeholders at the centre of all we do. These innovations are designed to improve the way our content is designed, managed and delivered, and the way in which our community can engage with us. We now design and produce intuitive, flexible content and deliver it through beautiful, simple and accessible systems. This is our new business as usual.

Our financial achievements have been equally significant. As a not-for-profit foundation, financial stewardship is of prime importance to the IB. So, we have driven down operational costs to ensure that our investment goes into our programmes and our services. We are making step changes in these areas, not just small incremental changes in service.

The impact for schools is that the fees for all our services have not gone up during my tenure as director general, except for nominal cost of living increases. This is a value I hold dear.

**Community:** We firmly believe that our schools’ needs must come first and therefore the geographical location of our offices is no longer the best way to serve them. For example, we know that international schools across the world have more in common with each other than with the private and state schools in their host country. So, we have launched the new IB World Schools department with the same personnel, but now arranged so that a specific group of managers look after specific types of schools to offer them service based on insights and best practices that serve their specific type best.

As a result of these initiatives across all three of our strategy pillars, we are now in a stronger position than ever to serve and support our schools, and to bring benefits to all our stakeholders:

- **Our schools** will receive support during the key stages in their IB journey through a relationship management structure.
- **Our educators** have systems which allow collaboration and interaction with the IB – a digital experience which connects them to what they need, when they need it.
- Members of our **IB Educator Network (IBEN)** have a seamless experience through Single Sign-On and My IB.
- **Our universities** can now manage their administration of educator certificates online.
- **Our staff** have increased access to data to inform better decision making.

In conclusion, we continue to build a sustainable IB that gets ever better at serving our schools to fulfil their educational ambitions. Thank you for being a part of our inspirational, aspirational and idealistic community of educators.

Dr Siva Kumari
Director General
Key performance indicators 2016–2017

Number of authorized programmes, worldwide

Does not include European Platform nor MYP Partner Schools

Number of authorized programmes, by region

Does not include European Platform nor MYP Partner Schools
Number of diploma candidates

Includes retake and withdrawn candidates

Number of diploma examinations taken

Includes withdrawn candidates, HL & SL only
Number of DP course candidates

Overall pass rate of diploma candidates (%)
Number of CP course candidates

Includes retake and withdrawn candidates
We at the IB extend our deepest gratitude to the individuals, organizations and governments who support our mission to create a better, more peaceful world through education. You generously demonstrate your commitment by volunteering your time, sharing your expertise and providing financial assistance to important initiatives.

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