

# QUALITY AND ACCOUNTABILITY PRINCIPLES & STANDARDS FOR PROVIDING QUALITY ASSISTANCE AND SERVICES



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QUALITY & ACCOUNTABILITY STANDARDS  
AND THEIR IMPLEMENTATION ”

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## 1. Quality and Accountability Principles & Standards for Providing Quality Assistance and Services

Organizations have to manage cost, time and scope efficiently and effectively to deliver the quality humanitarian assistance and services. Mismanagement, misuse and corruption of resources and judicious & fair use of power are the biggest challenges in doing it. Being accountable to affected communities helps organizations to develop quality programmes that meet people's needs and expectations of other stakeholders including donors and reduce the probability of mistakes, abuse and corruption. When accountability processes are in place and managed effectively, organizations perform better, protect communities from harm, and uphold the rights and dignity of those affected by crises.

During the past 2 decades, there were number of inter-agency projects on quality and/or accountability in humanitarian action to develop quality and accountability principles and standards. Key Initiatives that were taken are:

### i) Sphere Minimum Standards and Sphere Companion Standards.

They have minimum standards in

- o Water Supply, Sanitation and Hygiene Promotion
- o Food Security and Nutrition
- o Shelter Settlement and Non-Food Items
- o Health Action
- o Education in Emergencies
- o Minimum Economic Recovery Standards
- o Child Protection
- o Livestock Emergency Guidelines Standards
- o Minimum Requirements for Market Analysis in Emergencies ( CaLP – Cash Learning Partnership)

### ii) Core Humanitarian Standard

It provides standard to ensure quality and accountability in process, procedures and practices at project/program /department / organization level.

There are further Q & A initiatives as well but the above standards have more following and acceptance around the globe.

## 2. How to implement Quality and Accountability Initiatives

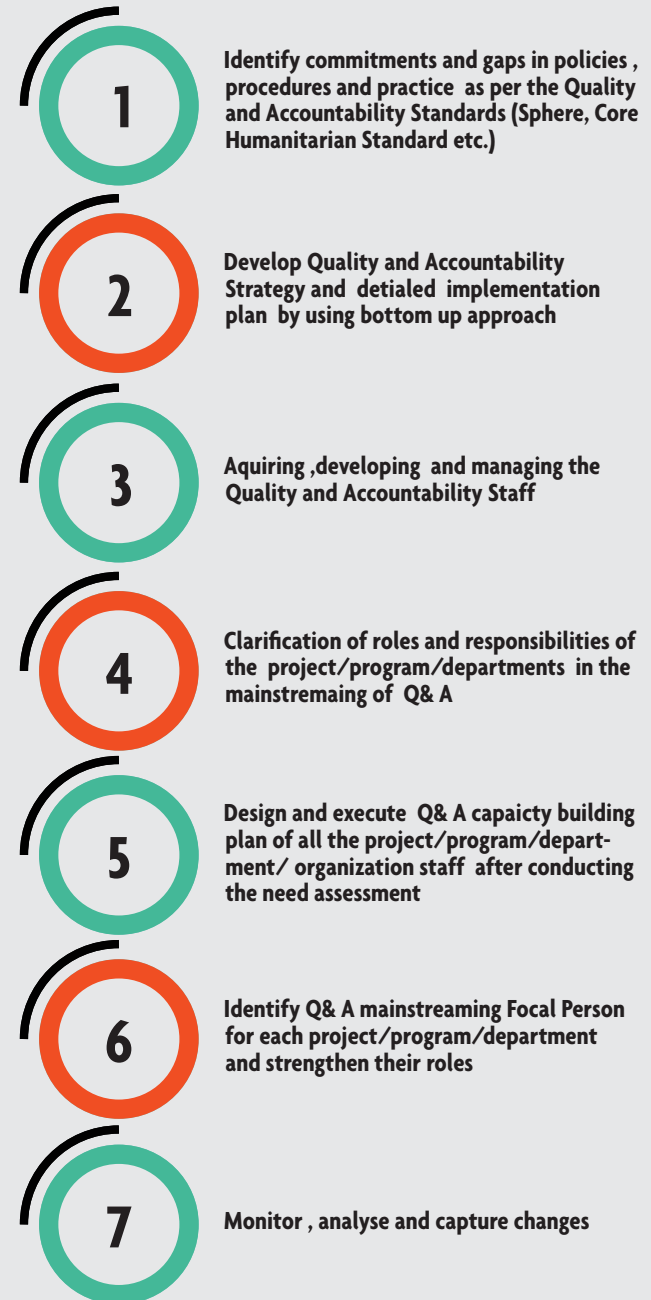
The Quality and Accountability standards can be used by any organization to bring better quality and accountability to all aspects of its work with communities and people affected by crises. They will not only support in the process and policy at organizational level but will also support to ensure quality at every process group of the project

- Initiating Process Group:** Defines and authorizes the project or a project phase
- Planning process Group:** Defines and refines objectives , and plans the course of action to attain the objectives and scope that project was undertaken to address
- Executing Process Groups:** Integrate people and other resources to carry out the project management plan for the project.
- Monitoring and Controlling Process Group:** Regularly measure and monitor progress to identify variance from the project management plan so that corrective and preventive actions can be taken to when necessary to meet the objectives
- Closing process group:** Finalizes the acceptance of the services or assistance or results bring the project or project phase on orderly end

These standards are also instrumental to ensure quality and accountability in the following knowledge areas.



The subsequent process is being adopted to implement Q & A in Community World Service Asia. The overall focus of this implementation is mainstream it within organization.



### Q & A Technical Services provided to the Organizations

International Medical Corps Pakistan and Afghanistan, Care Int'l, LASOONA, GiZ, CHEF Int'l, World Vision, WHH, Concern Worldwide, ACF, HelpAge,

### 3. How to seek free help from Community World Service Asia

Please email at [qap@communityworldservice.asia](mailto:qap@communityworldservice.asia) to our Quality and Accountability Team for free consultation. You can also visit our office by taking appointment. We also provide consultation through telephone and Skype.

Onsite and classroom trainings are provided per demand. [www.communityworldservice.asia](http://www.communityworldservice.asia)