QUALITY ASSURANCE SYSTEMS

INCEPTION WORKSHOP
25th October 2018 – Paris
OBJECTIVES OF THE DAY

• Provide an overview of the project, objectives and implementation plans
• Agree a working definition of quality in the context of the humanitarian WASH sector
• Agree the core components of a quality assurance system, including principles of partnership
• Agree the roles and responsibility of GWC, National Coordination Platforms and partners
• Understand how quality monitoring and assurance systems are already being used and what we can learn from what has gone before
• Propose a practical framework for measuring quality that is based on the complementary roles and responsibilities of both national coordination platforms and implementing agencies
• Agree further opportunities for engagement throughout the project
• Develop key milestones for the project to inform the detailed work plan
# SESSION PLAN

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1. INTRODUCTION TO THE QUALITY ASSURANCE PROJECT
OUTCOMES AND RESULTS

OUTCOME:
• Develop a quality assurance system, based on community participation to support WASH Coordination platforms and partners, to guide and measure the quality of response.

OUTPUTS:
• Inception workshop and desk review
• Two visits to each of three countries to develop, implement and review the effectiveness of context-specific quality assurance systems
• Quality assurance framework template and guidance notes for implementation
• Strategic recommendations to improve the quality of WASH programmes in the selected countries and to address quality for GWC partners with a two year road map
TIMEFRAME

OCTOBER - NOVEMBER
• INCEPTION WORKSHOP
• LITERATURE REVIEW
• COUNTRY VISIT PLANNING

NOVEMBER - DECEMBER
• INITIAL COUNTRY VISITS (x3)
• ADAPT & TEST
• REMOTE SUPPORT

JANUARY - FEBRUARY
• FOLLOW UP COUNTRY VISITS (x3)
• REVIEW & LEARN

FEBRUARY - MARCH
• MONITORING FRAMEWORK AND GUIDANCE WRITE UP
• ADVOCACY DOCUMENT & ROADMAP
STAKEHOLDERS

Consortium lead
Project management
2 countries x 2 visits
PM, PHE, PHP

Consortium partner
1 country x 2 visits
WASH, MEAL

Consortium partner
Supports all country visits remotely
Field support during 2 visits
Research support
Technical guidance

Provides input and review via TWG and CAST
CAST Supports field visits

Project donor
Supports through UNICEF country offices
COUNTRY SHORTLIST

SOUTH SUDAN  NIGERIA  HAITI  BANGLADESH  OTHERS?
2. HOW DOES THE PROJECT RELATE TO OTHER INITIATIVES?
3. DEFINING QUALITY – THE ‘THREE LENSES MODEL’
THE THREE LENSES MODEL

AIMS:

• Provides a coherent definition of quality for use across the project
• General enough to be useful for all humanitarian WASH responses yet specific enough to be measured at the field level
• Builds upon existing standards and frameworks (Sphere, CHS etc.)
• Focus on participation and accountability
• Considers both project outputs (the what?) and processes (the how?)
• Inclusive of both operational and strategic aspects of response
THE THREE LENSES MODEL

THE HUMAN LENS
Acceptable, SAFE, INCLUSIVE

THE TECHNICAL LENS
FEASIBLE, EFFECTIVE, APPROPRIATE

THE FINANCIAL LENS
EFFICIENT, PRIORITISED, SUSTAINABLE

SUPPORTING ENVIRONMENT
COORDINATED, SUPPORTED, RESOURCED, INFORMED

STAFF SUPPORT

COORDINATION

RESOURCE USE

IMPROVEMENT & LEARNING
THE THREE LENSES

• Quality is measured by examining WASH programmes through each lens
• Each lens will be contextualised by defining objectives, actions, indicators
• Each measure is specific to a point in time and a context
• Quality of what has been done must be compared to what has not – i.e. gaps, delays, missed opportunities and preferable alternatives
THE SUPPORTING ENVIRONMENT

- Impacts the quality of response, but is not directly measured at field level
- Includes: coordination, staff and organisational capacity, learning and continuous improvement, communication, information management.
- Each aspect of the supporting environment is a direct contributing factor to the quality of overall response
THE THREE LENSES – EXAMPLE OBJECTIVES

THE HUMAN LENS
Acceptable, SAFE, INCLUSIVE

WASH programmes are:
• responsive to the preferences, practices and priorities of those affected;
• inclusive, adapted to the range of needs, vulnerabilities and capacities across extreme + mainstream users;
• built upon local capacities and existing coping mechanisms, and avoid negative effects;
WASH programmes:

• are financially viable, representing an efficient use of limited resources;
• balance capital and ongoing costs to ensure they are sustainable over their lifetime;
• support sustainable exit and transition planning by identifying opportunities to hand off to recognised duty bearers;
THE THREE LENSES – EXAMPLE OBJECTIVES

WASH programmes:

• are based on an assessment of the key public health and protection risks faced by the affected population;

• are designed upon a foundation of evidence to mitigate risks identified using an appropriate range of integrated approaches;

• adhere to design and construction standards to ensure that facilities constructed are appropriate for their intended use and timeframe;
THE SUPPORTING ENVIRONMENT – EXAMPLE

OBJECTIVES

• The work of different agencies is well coordinated and complimentary;
• There is consensus amongst WASH partners around strategic priorities, which are in line with those of the affected population;
• Information about needs, gaps and priorities is accurate, up to date, and available to partners;
• Standards, guidance relevant to the context have been developed and shared;
• WASH staff are supported and have opportunities for ongoing development
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WRAP UP SESSION.