BEST-PRACTICE NGO BENCHMARKING SERVICES

OUTLINE OF KEY CRITERIA

THE NGO BENCHMARK STANDARD KEY CRITERIA

A service certification standard aimed at assessing the accountability and performance of nonprofit institutions.

GOVERNANCE FRAMEWORK

The organization's governing principles and founding documents. This includes the set of rules and procedures by which decisions are made.

How is the constitutional set up and leadership organized?

- Independence in governance
- Election, selection
- Conflict of interest

GOVERNING BODY

The body of elected or appointed members who jointly supervise the activities of the organization.

How does this body ensure that the long-term vision-mission, goals and objectives are carried out by management and staff?

- Rotation, governing meetings
- Evaluation of effectiveness

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STRATEGIC FRAMEWORK

The development of long-term goals and how to reach them: vision, mission, strategic plan, objectives and timeframe.

How are governing principles and objectives aligned with goals, positioning and organizational set-up?

- Vision-mission and review
- Coherence in policy and in implementation
- Risk management

INTEGRITY MANAGEMENT

Definition and application of the highest ethical standards for the organization.

How is integrity embedded in the policies and daily practices of the organization?

- Code of conduct
- Reporting and handling of ethical issues
- Evaluation of fundraising partners

COMMUNICATION, ADVOCACY AND PUBLIC IMAGE

The organization's transparency and communication policy to all its stakeholders.

How are stakeholders informed of operations and activities?

- External material
- Traceability of information

HUMAN RESOURCES

All staff members and volunteers' related functions and activities.

How are human resources handled?

- Recruitment, induction
- Monitoring and rewarding
- Consistency and fairness

RESOURCES GENERATION AND ALLOCATION

The process of making money (or other inputs of value) that become available and is allocated to the activities.

What resource generation and contingency policy is applied to assure sustainable operations?

- Planning, allocation and generation policy
- Consistency with mission and ethics
- Efficiency in fundraising

FINANCIAL CONTROLS

The policies and procedures put into place by the organization to track, manage and report its financial resources and transactions.

- Tracking of resources
- Independent financial audit
- Conflict of interest and prevention of misuse

OPERATIONS AND SERVICE PROVISION: PLANNING

The process of organizing the delivery of scheduled programs, projects and services ahead of time.

- Involvement of stakeholders
- Competencies and expertise
- Baseline and measurement
- View on post-delivery impact

OPERATIONS AND SERVICE PROVISION: IMPLEMENTATION

The process of delivering the scheduled programs, projects and services.

- Procurement and evaluation
- Results monitoring and reporting

OUTCOMES' MEASUREMENT AND EVALUATION

Systematic assessment of the extent to which a program, project or service has achieved its intended results and the "impact" on the targeted beneficiaries.

- Communication to targeted stakeholders throughout the implementation and review cycle

CONTINUOUS IMPROVEMENT

The systematic assessment of processes of delivery in light of their efficiency and effectiveness.

- Evaluation full cycle, organizational memory
- Handling of corrective and preventive actions

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ABOUT SGS

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We provide competitive advantage, drive sustainability and deliver trust. At SGS, we are continually pushing ourselves to deliver innovative services and solutions that help our customers move their businesses forward.

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WHEN YOU NEED TO BE SURE

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