



The Sphere Project



CHURCH WORLD SERVICE  
Pakistan / Afghanistan



HAP Humanitarian  
Accountability  
Partnership

Outputs of Lessons Learned  
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## GOOD PRACTICES: HUMANITARIAN QUALITY MANAGEMENT SYSTEM (HQMS)

### Challenges and Issues

A HQMS is a designated set of processes that enable continual improvement in an agency's performance in meeting the essential needs and respecting the dignity of disaster survivors. Internal challenges of having a proper HQMS include the lack of commitment and ownership at all levels toward Q&A initiatives.

External challenges that hamper agency's performance in meeting essential needs include proper partner selection and capacity building for partners on Q & A within limited time. Targeting and selection of beneficiaries is also a challenge during emergency. Coordination and information sharing with other organizations and shared understanding about Q&A are factors that improve an organizations' performance during emergency response.

### What worked well?

Having HQMS in place served as a foundation and framework of Q&A in CARE. It articulates the organization's commitments and how it will deliver against these commitments. Processes for monitoring performance are in place to ensure continual improvement. It also demonstrates senior management's commitment toward Q&A.

Some of the existing HQMS that assisted in ensuring CARE's performance during emergency response are:

- Emergency Strategy
- Humanitarian Accountability Framework (HAF)
- Rapid Accountability Review (RAR)
- After Action Review (AARs)
- Emergency Preparedness Plan

In addition, new systems and processes were introduced to supplement existing HQMS and to address some of the Q&A challenges during emergency response.

### Lessons Learned

- Emergency preparedness and planning ensures greater level of Q&A during emergency response.
- Establish Flood Emergency Response Team (FERT) to immediately respond during an emergency.
- Establish technical working groups (Health, Nutrition, Gender, Q&A, WASH, etc.) to oversee performance of each service.
- Develop specific sector strategies taking into consideration provincial differences for effective program implementation.
- Centralized Information Management System (IMS) within an organization helps in knowledge management and internal and external.
- Decentralized monitoring and evaluation system assures Q&A at all levels.

For more information, contact Shagufta Shah, CARE Pakistan, Email: sshah@carepk.org