

Core Humanitarian Standard Commitments

Communities and people affected by crisis...

Process Excellence Attributes

	1. Receive appropriate and relevant assistance.	2. Have access to the humanitarian assistance at the right time.	3. Are not negatively affected and are more prepared.	4. Know their rights, have access to info and participate in decisions.	5. Have access to safe and responsive mechanisms to handle complaints.	6. Receive coordinated, complementary assistance.	7. Can expect delivery of improved assistance as organisations learn.	8. Receive assistance from competent and well-managed staff and volunteers.	9. Can expect effective, efficient and ethical resource mgmt.
Effective: Our processes are reliable and provide relief	✓		✓						✓
Reliable: They consistently and safely deliver quality, valued outputs and impact	✓		✓						✓
Relief: They relieve or facilitate relieving human suffering for the most vulnerable communities	✓		✓						✓
Efficient: Our processes are simple, standard, timely and integrated		✓				✓		✓	✓
Simple: They are intuitive, clear, concise, visually organised, and easy to perform correctly								✓	✓
Standard: They use defined, common workflows, tools, roles & responsibilities, policies, and expectations								✓	✓
Timely: They flow smoothly (minimum hand-offs, delays, rework) to provide output when needed		✓						✓	✓
Integrated: They seamlessly integrate with other processes and into a larger, optimised system						✓		✓	✓
Appropriate: We respect all stakeholders, are flexible, and use appropriate technology	✓			✓	✓				✓
Respect: We honour all who are involved in or affected by our work, and their rights, values and beliefs	✓			✓	✓				✓
Flexibility: We adapt to different contexts and respond easily to changing situations	✓				✓				✓
Technology: We use reliable technology that is appropriate to the purpose, user, and use environment	✓			✓					✓
Empowering: We make decisions locally, partner with stakeholders, and have needed capacity			✓	✓		✓		✓	
Local Decisions: We make decisions transparently and as close to the action as possible				✓					
Partnering: We work with stakeholders to increase capacity, teamwork, outputs, and results			✓	✓		✓		✓	
Capacity: We have the people, tools, skills, knowledge, and work culture we need to achieve outputs and impact				✓				✓	
Continuously Improving: We are accountable, correct problems quickly, and apply learning					✓		✓		
Accountability: We own, measure, report, review, and act on process performance, outputs, impact and feedback					✓		✓		
Correcting Problems Quickly: We make problems visible, promptly investigate them, and address root causes							✓		
Learning: We reflect, and proactively develop, apply, and share learning, best practices, improvements and innovation							✓		