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 impact
- Capacity: We have the 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

Using excellent processes as we serve in love and humility will enable us to better save lives, relieve suffering, protect dignity and contribute to resilience and recovery.