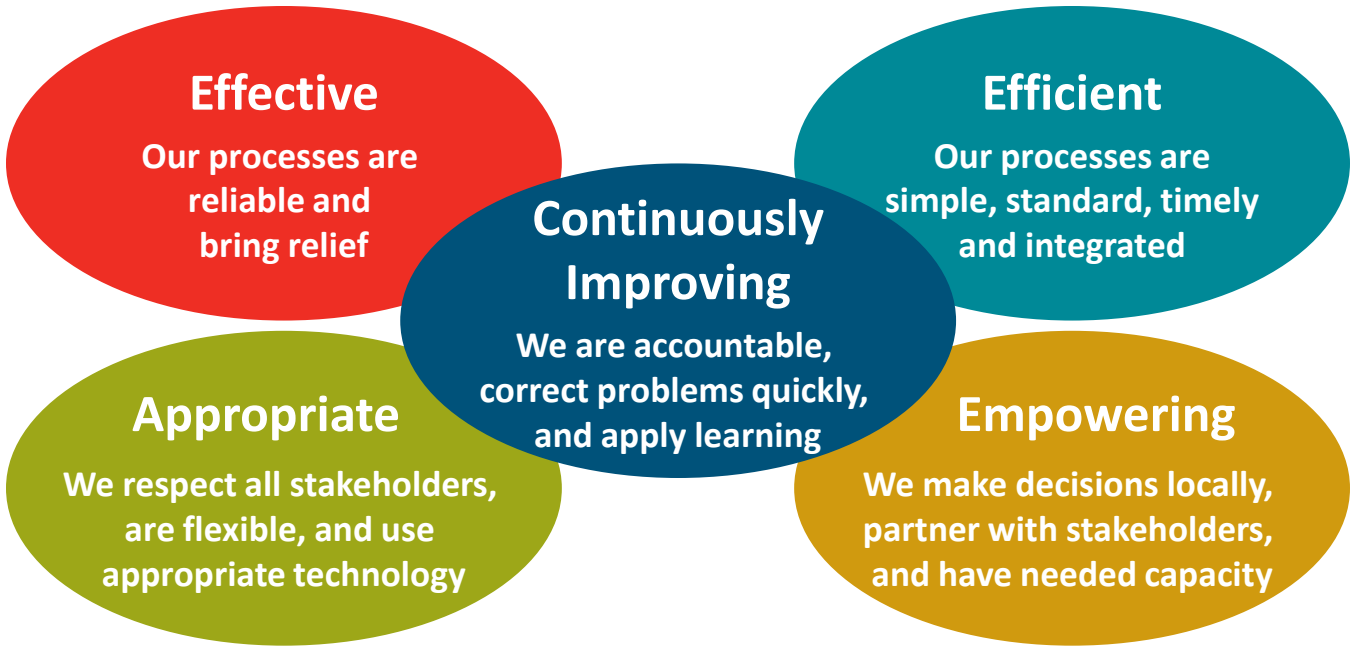


# Process Excellence



Delivering the **greatest value** with the **fewest resources** at the **right time** and in the **right way**

**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.*