

MODULE 3.ANALYSIS AND MONITORING



- In this module:
 - Cost Efficiency
 - Risk Analysis
 - Risk Mitigation
 - Financial Control
 - **Quality Control**
 - Monitoring

SETTING THE SCENE: This is still quite new. For now ICRC is leading on this and starting with food. There is a taskforce set up in early 2019 to address this with the aim to have a lighter field-based version of a QC that does not require the typical lab testing we currently do but gives us a good enough confidence that the quality is appropriate.

DEFINITION QUALITY CONTROL

□ Quality ?

To ensure and verify that basic safety requirements are met



To summarize : To ensure and verify that basic safety requirements are met

ICRC : Quality social and environment approach

Focus on 3 aspects:

- Elements such as controls, management, processes, performance and integrity criteria → **verification**
- Competence, such as knowledge skills, experience and qualifications
- Soft elements, such as personnel, integrity, confidence ...

Quality control is the set of measures and procedures to follow in order to ensure that the quality of a product is maintained and improved against a set of benchmarks / quality requirements .

The focus of QC is to ensure that product / product manufacturing is consistent and in line with “customer” requirements

QUALITY CONTROL



QC = 100% agency

QC = 100% beneficiary

- When we provide in kind the quality control is 100% with the agency and we normally confirm it through lab testing during procurement and then sampling on delivery (check seals, visual check and lab test) at the warehouse prior to dispatch and distribution.
- For cash the QC check sits with the beneficiary and it's where we have assumed that the market will support this in terms of price, availability and quality
- Vouchers is somewhere in the middle and depending on whether it's cash or commodity vouchers, how many traders are engaged, how many products or line items they provide, the size and scale of these traders (e.g. a supermarket chain vs individual market stall /shack owners). Beneficiaries might be able to avoid poor quality traders if there are other shops they can exchange their voucher in and who have the quality and availability. We have more of a responsibility than for cash because we generally are limiting beneficiaries to certain traders and we are contracting traders to provide items of an agreed quality.

QUALITY CONTROL

- QC includes :
 - checking the quality of items and their compliance with health, safety and performance standards.
 - checking suppliers' premises, including visual 'red flags' to quality.

We want to monitor the vendor's performance

Performance here is understood as a combination of two elements 1st the running of the supply chain and 2nd the quality of the products

This includes visual checks; broken windows, the dirtiness/cleanliness, use of child labour, safety (fire doors and extinguishers), equipment e.g. can packers sit at desks and chairs rather than on the floor in a cramped corner

QUALITY CONTROL FOR VOUCHERS

- QC is different with CTP, why?

We are not procuring goods/commodities, but enabling beneficiaries to buy them directly on the local market.

- Quality standards have to be set before the programme takes place and communicated to vendors.
- The quality provided for in-kind assistance is usually higher than the one available on the local markets.
- The concept of 'locally acceptable and appropriate quality' (Acceptance Quality Limit, AQL) must be defined.

- The first point doesn't include vouchers and fairs
- If the quality of commodities offered by vendors is very low and cannot guarantee the basic health and safety of consumers, ICRC standard items should be preferred.
- When making decision on the QC take into account beneficiaries preferences and programme objectives, if no danger for a health, security of the beneficiaries
- ICRC Bangladesh, initially samples sent to Amman for testing but then sent two ICRC people to Bangladesh to train local staff
- We could have a market based intervention (MBI) to work with suppliers to improve quality.

QUALITY CONTROL FOR VOUCHERS

- What you could do?
 - Visual check (of goods and vendor premises).
 - Use QC team, if exists in your delegation.
 - Consult category lead buyers or specific staff with the right technical knowledge of the commodity (e.g. veterinarian, agronomist, pharmacist etc.).
 - Corrective actions communicated to the vendor.

Checklist - vendor assessment form

This type of quality check doesn't apply to the Health programmes!!

If ICRC :

Mention QC Task force – objective : Making quality control a normal, routine **step** in the implementation process of a voucher program (food vouchers)

Objective : Increased capacity and understanding of Quality Control related to voucher programming

People are welcome to contact the ICRC QC team in Geneva if they have questions.

KEY TAKEAWAYS

- Quality means ensuring and verifying that basic safety requirements are met – includes:
 - Checking the quality of commodities
 - Checking the suppliers/vendors premises for visual 'red flags'
- Important to always consider quality when doing CTP/CBI



Question – what do you see as ICRC's QC team's role in this?