

**Quality and Accountability in Humanitarian
Response**
HQAI certification process and COAST Trust's experience

Date: 4 July 2019, BRAC Centre Inn, Dhaka, Bangladesh.

Introduction of



HQAI verifies
CHS 9
Commitments

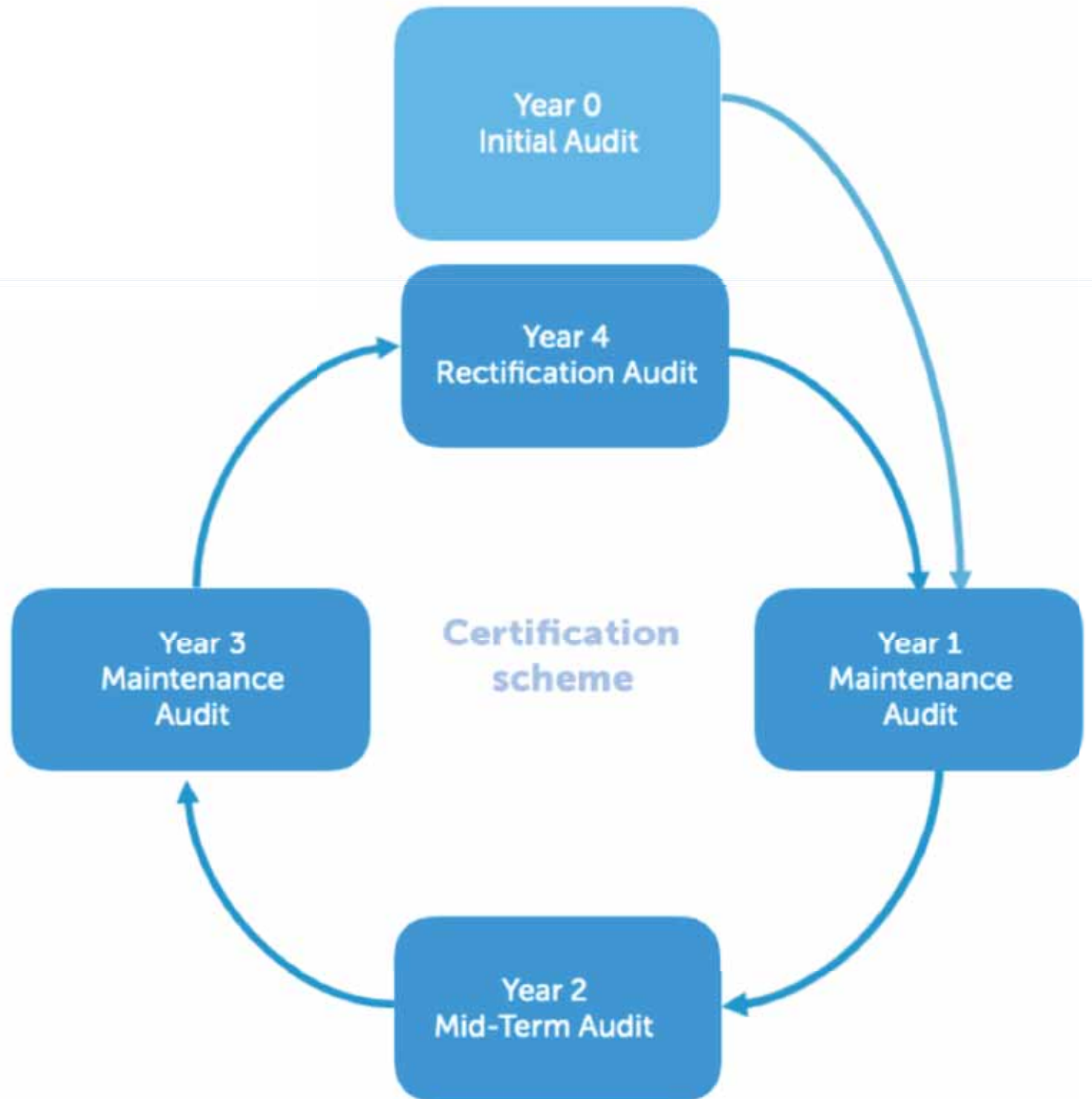




Objectives

- ❖ To know more and integrate the Humanitarian Standards on quality and accountability in Humanitarian Response.
 - ❖ To share the issues of Quality and Accountability with the Executive Director of HQAI.
 - ❖ To interact with each other and discuss primary ideas on how to multiply these standards in our humanitarian response programs.
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**COAST
experience in
Certification
Process**



COAST experience in Certification Process Challenges...

- ❖ Comprehensive auditing with verification process
- ❖ Managing of staff (preparing of policies, orientation, practices)
- ❖ Managing of beneficiary and stakeholders
- ❖ Referral system
- ❖ Public transparency of certification
- ❖ Encouragement Vs. disappointment

COAST experience in Certification Process Encouragement...

- ❖ Corrective Action Requests (CARs)
- ❖ Preparing policies and ensuring practices, e.g. CRM system
- ❖ Partnership for Multiplication of standards
- ❖ Audit fees and subsidy
- ❖ Certification with own ability
- ❖ A 3rd party verification system

**We want We want multiplication of standards
and third party verification...**

