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Quality Assessment Policy

Document History

Version	Date	Description	Next Review
1	15/01/2024	Created	Before annual board meeting

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Introduction

This comprehensive policy document outlines FAIRACTION International's commitment to ensuring the highest quality in our sustainable water solution initiatives. It details our systematic approach to the appraisal, monitoring, evaluation, and continuous improvement of our strategies, designs, and practices, with a focus on our flagship project - Smart Water Kiosks.

Quality Assessment of Strategies, Designs, and Plans

Appraisal and Selection Process

- **Objective:** To establish a rigorous process for assessing and selecting projects based on key criteria aligned with our mission and values.
- **Procedure:**

- Utilise a detailed checklist including sustainability, technological innovation (specifically IoT integration), cost-effectiveness, community impact, and alignment with our goal of providing sustainable water solutions.
- Conduct in-depth feasibility studies, including environmental impact assessments and community needs surveys before approving projects. This depth feasibility study is regarded as location [viability rating \(VR\) or preconstruction sustainability rating](#).
- Involve local stakeholders in the appraisal process to ensure community needs and preferences are adequately addressed.

Documentation and Transparency

- **Objective:** To maintain a high level of transparency and accountability in our decision-making processes.
- **Procedure:**
 - Document every stage of the appraisal and selection process.
 - Regularly publish reports per project for each community benefiting from our water project on our website about project sustainability rating (SR). Here is an example of a community report with real-time Sustainability rating and daily water usage and revenue water
(<https://target6.1map.management/swk.html?ProjectID=NG-OY-1353>)

Monitoring, Evaluation, and Learning Framework

Implementation of IoT Technology in Projects

- **Objective:** To harness advanced IoT technology for real-time monitoring and effective data collection in our Smart Water Kiosks.

- **Procedure:**

- Equip each Smart Water Kiosk with IoT devices to track metrics such as water quality, distribution volume, operational efficiency, and user engagement.
- Collect and analyse data to assess the performance and impact of each kiosk continuously.

Regular Evaluation and Strategy Meetings

- **Objective:** To ensure ongoing evaluation and strategic planning based on collected data.

- **Procedure:**

- Hold weekly strategy meetings involving project directors, sustainability experts, and field staff to review collected data.
- Discuss and implement strategies for optimisation based on data insights, focusing on areas like water conservation, user satisfaction, operational costs, and maintenance requirements.

Continuous Learning and Improvement

- **Objective:** To foster an organisational culture of learning and continuous improvement.

- **Procedure:**

- Encourage feedback and ideas from all levels of staff and stakeholders.
- Organise quarterly workshops to review project successes and challenges, fostering a collaborative environment for sharing best practices and innovative solutions.
- Update project designs and operational strategies based on lessons learned and emerging trends in sustainable water management.

4. Risk Assessment and Management

Risk Management Framework

- **Objective:** To identify and mitigate potential risks associated with our projects, ensuring the safety and sustainability of our initiatives.
- **Procedure:**
 - Conduct comprehensive risk assessments for each project, considering environmental, technological, financial, and community-related risks.
 - Develop and implement risk mitigation strategies, including contingency plans for unforeseen circumstances.
 - Regularly update risk assessments and mitigation strategies based on ongoing monitoring data and environmental changes.

Resource Allocation for Monitoring and Evaluation

Allocation of Resources

- **Objective:** To ensure that monitoring and evaluation activities are adequately resourced.
- **Procedure:**
 - Allocate a dedicated portion of each project's budget to monitoring and evaluation activities.
 - Assign trained staff members responsible for data collection, analysis, and reporting.
 - Invest in necessary technology and tools to facilitate efficient and accurate data collection and analysis.

Documentation and Reporting

Transparency and Reporting

- **Objective:** To maintain transparency in our monitoring and evaluation processes and share learnings with wider communities.
- **Procedure:**
 - Regularly publish findings from monitoring and evaluation activities.
 - Share case studies, impact reports, and lessons learned through our website, annual reports, and stakeholder meetings.

Conclusion

This comprehensive policy demonstrates FAIRACTION International's unwavering commitment to quality, accountability, and continuous improvement in delivering sustainable water solutions. By rigorously assessing our strategies, embracing innovative technologies like IoT for real-time monitoring, and fostering a culture of learning and adaptation, we strive to maximise the impact and sustainability of our initiatives, ensuring they effectively serve the communities and environments in which we operate.