

QUALITY MANAGEMENT AT NIMD

Effective date 21.07.2020

This document describes NIMD's commitment to Quality Management. It outlines our investment in quality management; provides us with a clear framework for implementing and monitoring the objectives; and sets out clear intended outcomes of the Quality Management System.

STATEMENT

The Netherlands Institute for Multiparty Democracy strives for a world of inclusive democracies that offer equal opportunities for all to be heard, to participate and to take responsibility in politics at all levels. We do that by bringing politicians and society together in dialogue so that they can jointly formulate policies to improve their democratic system. We also support individual politicians, political parties and other political institutions to strengthen their democratic values and improve the overall political culture in their country. As a non-partisan organization, driven by democratic values, we work with the entire political sector in a country, from aspiring politicians to political leaders, and from national to local level. NIMD works in roughly 20 countries in Africa, Latin America, Southeast Asia, the MENA region, and the Eastern European Neighbourhood.

NIMD is committed to enhancing our stakeholder satisfaction by implementing an effective Quality Management System that takes into account the needs of our main stakeholders (programme partners and donors).

In addition, we recognize that an adequate Quality Management System, which includes making improvements to our processes and ensuring that we comply to those processes, will help ensure the sustainability of our organization and will help us achieve our organizational objectives.

Therefore, NIMD is committed to achieving accredited ISO 9001:2015 certification in 2020 through an effective and inspired collaboration with all relevant stakeholders. Becoming ISO-certified will ensure a consistent approach to quality, as well as trust in and continuous improvement of our processes.

SCOPE OF THE QUALITY MANAGEMENT SYSTEM

NIMD's Quality Management System is committed to improving our processes to support political actors from across the political spectrum and empower them to reach out to the people and effectively contribute to the sustainable development of their countries.

OBJECTIVES OF THE QUALITY MANAGEMENT SYSTEM

By making our Quality Management System a priority, NIMD is able to:

1. improve all aspects of our Quality Management System This will enable NIMD to perform in a more effective, professional and accountable manner.
2. achieve ISO 9001-2015 certification in 2020, allowing NIMD to improve its policies, procedures, guidelines and tools for its programming.

3. continuously revise and improve its programme cycle and support processes.
4. implement a new Programme Management System that will enable NIMD to properly track and monitor programme implementation, making sure that the implementation meets NIMD's high quality standards.

These objectives will be reviewed twice a year by management.

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M. Berman, 7 September 2020