

QUALITY SOP



NDRMF

National Disaster
Risk Management Fund

Making Pakistan Resilient

A Company set up under Section 42 of the Companies Act, 2017

1. Purpose of NDRMF Quality SOP

The purpose of this quality SOP is to ensure that NDRMF Vision, Mission, Objectives and Business Strategy is held in high esteem and complied with throughout the life cycle of the organization leaving its legacy to guide the next generations of professional organizations in Pakistan.

The management and staff of NDRMF, thus, commit to the following Quality SOP Statement.

2. Quality SOP Statement of NDRMF

Achieving excellence to realize in letter and spirit the NDRMF Vision to have a ‘Natural Disaster Resilient Pakistan’ and by pursuing NDRMF Mission and Objectives centered on reducing the socio-economic and fiscal vulnerability of the country and its population to natural hazards; restoration of eco system affected by climate change.

In pursuit of the above statement, the NDRMF is committed to adhere to international quality standards in the organizational and management spheres as well as in program processes, and set new standards in areas of its operation through institutional learning and innovation. It carries the torch of leading the national cause of disaster risk management and coping with climate change together with other concerned stakeholders.

3. Levels and Means to Implement Quality SOP

The quality SOP is implemented at two levels:

- Organizational Level
- Program/Project Level

3.1 Organizational Level:

The means to raise the organization as an outstanding organization, the NDRMF CEO and Sr. Management is committed to pursue and deliver the following course of action.

To ensure:

- i Development and approval of organizational policies, procedures and processes.
- ii Alignment of all policies and organizational structures to NDRMF business strategy and organizational objective.
- iii Access to SOP document to all relevant personnel in the organization or to external entities/individuals on Need-to-Know basis
- iv Adherence to NDRMF policies and SOPs by the management and staff as well as its Fund Implementation Partners (FIPs) where applicable.
- v Establishment of a functional internal and external coordination mechanism, information sharing and smooth flow of communication.
- vi Compliance with NDRMF value system and ethics.
- vii Conducting of periodic review of compliance
- viii Conducting yearly organizational risk assessment and mitigation plan.
- ix Collection of good practices and lessons learnt and incorporating those in the policies for continuous improvement.




3.2 Program Level

The means to deliver a good quality and result-oriented program, to ensure:

- i Development and approval of program processes, mechanisms and related documentation for use.
- ii Establishment of roles and responsibilities of each department/section/unit in the program/project processes.
- iii Compliance to program / project SOPs.
- iv Development of internal and external program / project coordination, information sharing and communication mechanism.
- v Building capacities of staff and FIPs in the implementation of program/projects.
- vi Establishment of a functional program/project M&E and reporting system, and use of information for decision making.
- vii Receiving feedback from concerned stakeholders and incorporating it in the improvement of the program processes, mechanisms and documentation.

Further, to ensure

- i Consistently meeting or exceeding Donors and FIPs expectations for products/services quality and performance.
- ii Dissemination of quality SOP to all concerned
- iii Making continual improvement a part of everyday and every job by encouraging and facilitating team participation.

Prepared By	Reviewed By	Approved By
 Signature: Date: 02/03/21	 Signature: Date: 03/03/21	 Signature: Date: 04/03/21



NDRMF