WE MEASURE.
YOU IMPROVE.
FOR THE SAKE OF
QUALITY AND
ACCOUNTABILITY.

HQAI conducts third-party audits on the quality and accountability of organisations working with vulnerable and at-risk people and communities.
HQAI IN NUMBERS

HQAI CONDUCTS THIRD-PARTY AUDITS OF THE QUALITY AND ACCOUNTABILITY OF ORGANISATIONS WORKING WITH VULNERABLE AND AT-RISK PEOPLE AND COMMUNITIES.

BY PUTTING AFFECTED POPULATIONS AT THE CENTRE AND TAKING THEIR VIEWS INTO ACCOUNT, HQAI PROVIDES AUDITED ORGANISATIONS AND THE SECTOR WITH AN INFORMED BENCHMARK FOR IMPROVEMENT.

23% VERIFICATION
73% CERTIFICATION
THE TOP TWO CHOICES AUDITED PARTNERS MAKE

136K CHF AMOUNT OF SUBSIDIES GRANTED IN 2017

29 TRAINED AUDITORS FORM A QUALIFIED AND GEOGRAPHICALLY DIVERSE NETWORK FOR HQAI AUDITS

80% OF AUDITED PARTNERS DECLARE: THE PROCESS STRENGTHENS ORGANISATIONAL LEARNING

THE NUMBER OF ORGANISATIONS USING HQAI SERVICES GROWS CONTINUOUSLY.

THE RATIO OF NATIONAL ORGANISATIONS IS EXPECTED TO REACH 37% IN 2021
The goal of third-party quality assurance is twofold:

- Provide an objective and independent assessment of where an organisation stands in the application of a reference standard. This assessment offers a benchmark against which to measure progress and allows to focus resources where they are most efficient for improvement;

- Give confidence to all parties that an organisation is continuously improving the quality and accountability of its services to affected populations.

In this context HQAI offers three core services with regard to the **Core Humanitarian Standard (CHS):**

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<th><strong>Benchmarking</strong></th>
<th><strong>Certification</strong></th>
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<td>is a one-time independent and objective diagnosis of the situation of one or a group of organisations with regard to the CHS, good practices or commitments.</td>
<td>is the independent and objective assurance that an organisation or a group of organisations meet the requirements specified in the CHS, good practices or commitments. A certificate is valid four years, providing periodic checks confirm the continuing conformity with the requirements of the standard.</td>
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**Verification** is an independent and objective assurance that one or a group of organisations are making demonstrated, continuous and measurable progress applying the CHS, good practices or commitments. The requirement is that the most serious weaknesses in the application of the standard are eliminated within a four-year cycle.

“Quality and Accountability are a fundamental part of our vision and we would like our members to focus on these principles, too. We see the HQAI certification as an excellent tool to achieve this objective and expect to have a very close cooperation with HQAI in promoting this agenda of transparency.”

Rudelmar Bueno de Faria, ACT Alliance
Our mission

HQAI provides humanitarian organisations with professional third-party quality assurance services grounded in feedback from vulnerable and at-risk people and communities.

Benefits for organisations

Improve performance: Our audits help organisations focus their improvements where they are most needed and build a culture of continuous learning.

Build trust: Our audited partners may credibly demonstrate their performance to vulnerable people, donors, the public and other stakeholders.

Access quality assurance services: HQAI offers group options (economies of scale) and subsidies for organisations for which cost is a barrier.

Facilitate donor-recipient relations: HQAI audit reports are an objective tool for the sector. Significant actors like CHS Alliance, DANIDA and DEC already value HQAI reports for their own quality assurance processes.

Implement the Grand Bargain: Independent quality assurance can facilitate the implementation of various commitments, such as localisation, due diligence, harmonized partner capacity assessments.

Ask for more

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