



NGO Sustainability The Six Pillars

Systems enable NGO strengthening. Are your HR, Finance, Operations/Logistics processes clear and understood by all? Do you have an anti-fraud and whistleblowing policy?

The tone at the Top: Do you have a board of directors / trustees? Is your board competent? Do they understand their mandate? Are they dedicated?

Pillar 01: Plan, strategy


Plan that implements the strategy. What is your strategy?

Pillar 02: Legal


Legal, compliance & brand visibility.

Pillar 06: Systems & processes


Systems & process, are they clear? Are they applied?

Risk management is critical component of NGO success. Do you have a clear risk management strategy in place? Is the RM automated? Is risk owned by everyone?



Is your finance automated? Do you use an ERP, HR, Finance, Operations, CRM? Do you embrace on-line banking capabilities? Do you have an interactive site with e-commerce & social network capabilities?


Accountability & transparency.

Pillar 03: Accountability

Pillar 05: Technology


How do you use technology in operations & strategy?


Are you well networked? What are your mobilisation capabilities?

Pillar 04: Networking

Who are your strategic partners? Does your top leadership focus on resource mobilisation? What is essential for resource development? Do you invest in visible projects instead of being money?

Strong finance team. Record keeping & transaction trails. Clear budget and approvals. Timely reporting. Strong audit. Segregation of duties. Financial discipline. NGOs lose a lot of money in procurement fraud. Do you have strong controls?

CHANGE. OR DIE. THE WORLD IS CHANGING.

ARE YOU WINNING THE GAME?

HAVE A WEBSITE

76%

REGULARLY SEND EMAIL UPDATES

71%

ACCEPT ONLINE DONATIONS

52%

REGULARLY PUBLISH A BLOG

46%



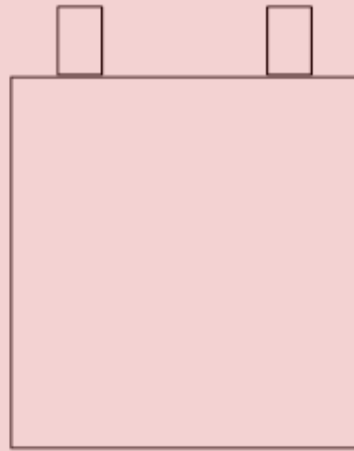
82%

Of NGOs lack clear revenue diversification strategy. And within 10 years 50% of NGOs will be gone.

NGO revenue sources...

- a) What are your top 5 sources of NGO revenue?
- b) How much of that is unrestricted?

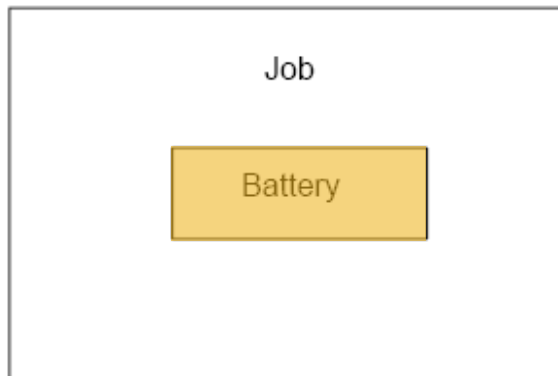
HR strategy in NGOs = fix it



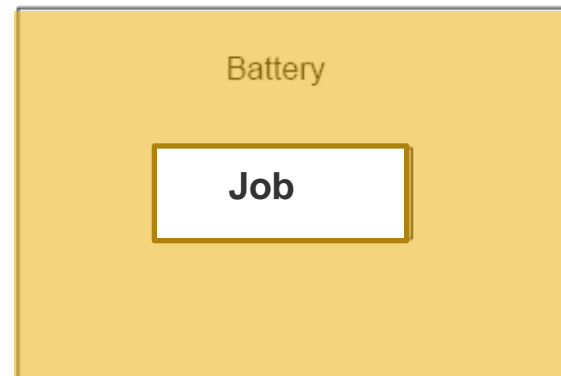
Large Battery



Small Battery



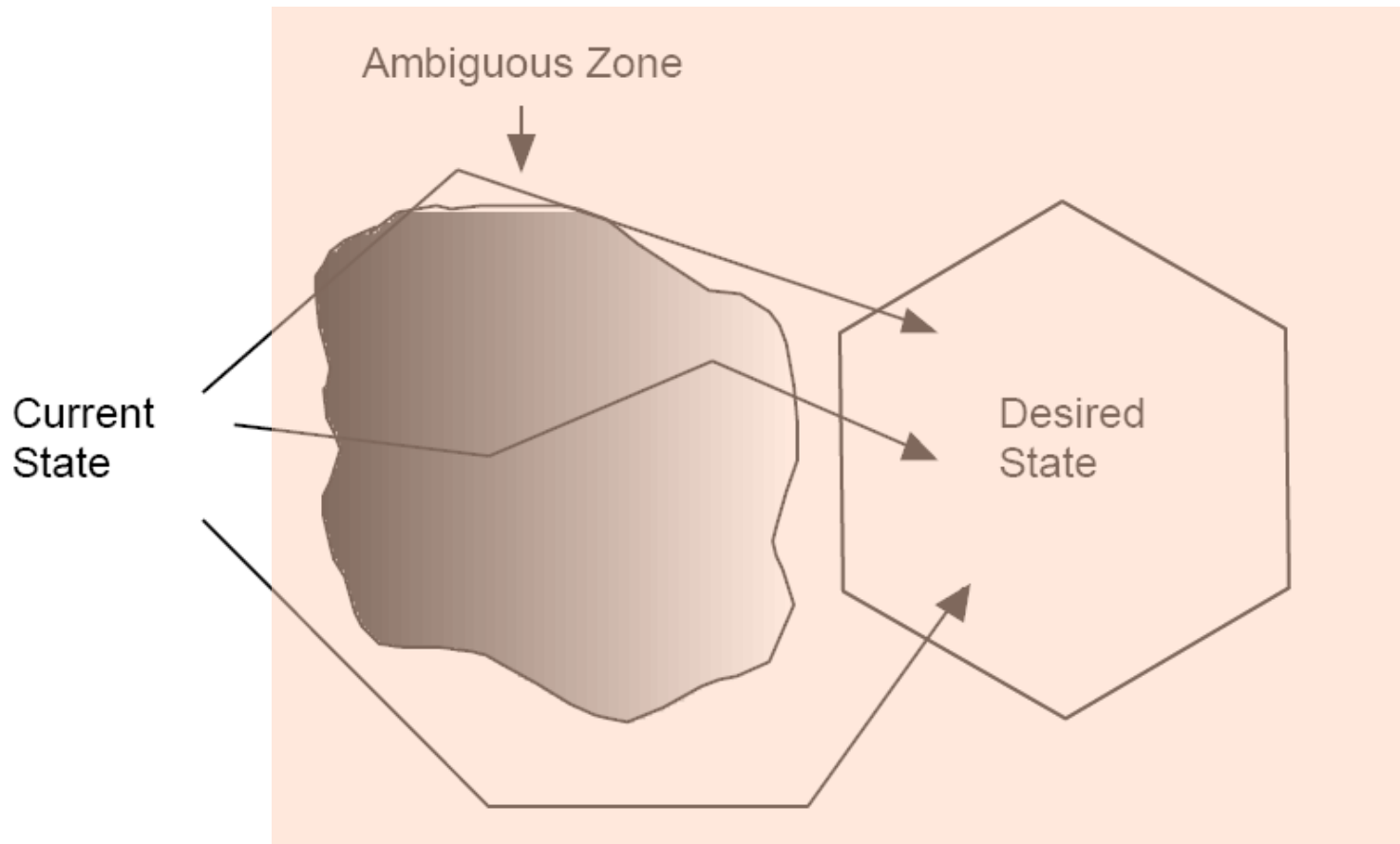
Small battery in demanding job=burnout



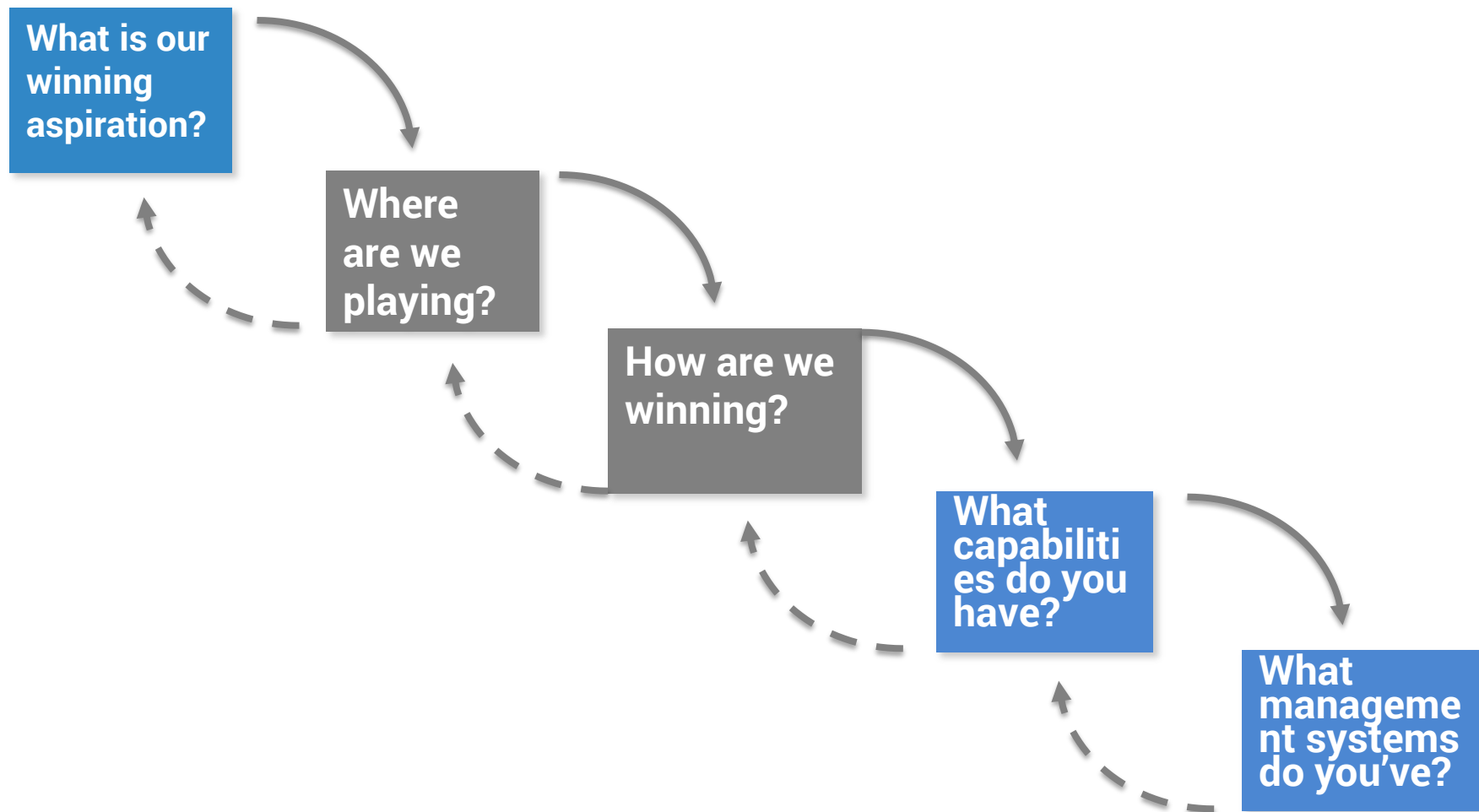
Large battery in undemanding job=boredom



What is your strategy & plan?



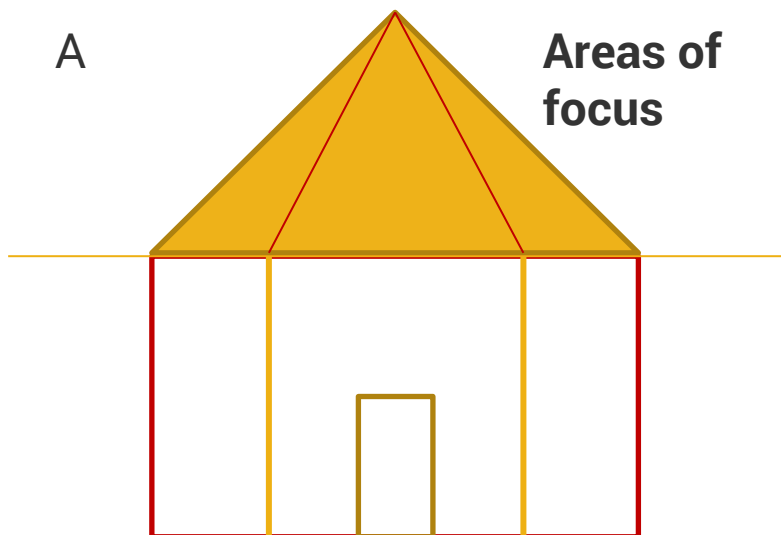
What is your NGO strategy?



NGO focus is about Donor compliance NOT strategy

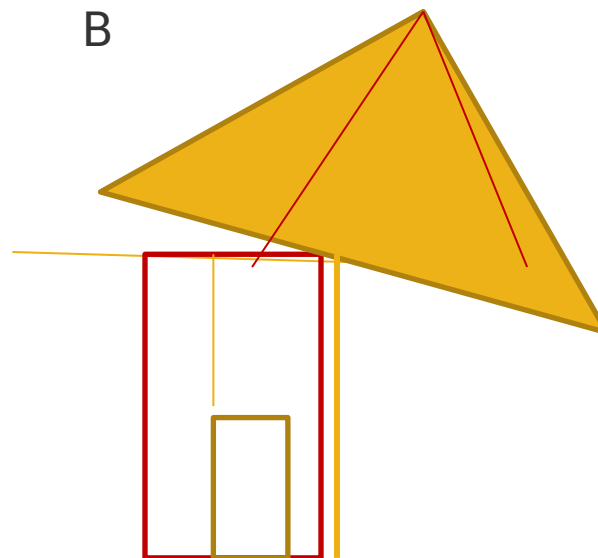
A

Areas of focus



Departments, systems
& capabilities

B



The Six Pillars

01

Plan that implements
your strategy

02

Legal & compliance

03

Accountability

04

Networking

05

Technology use

06

Systems and processes





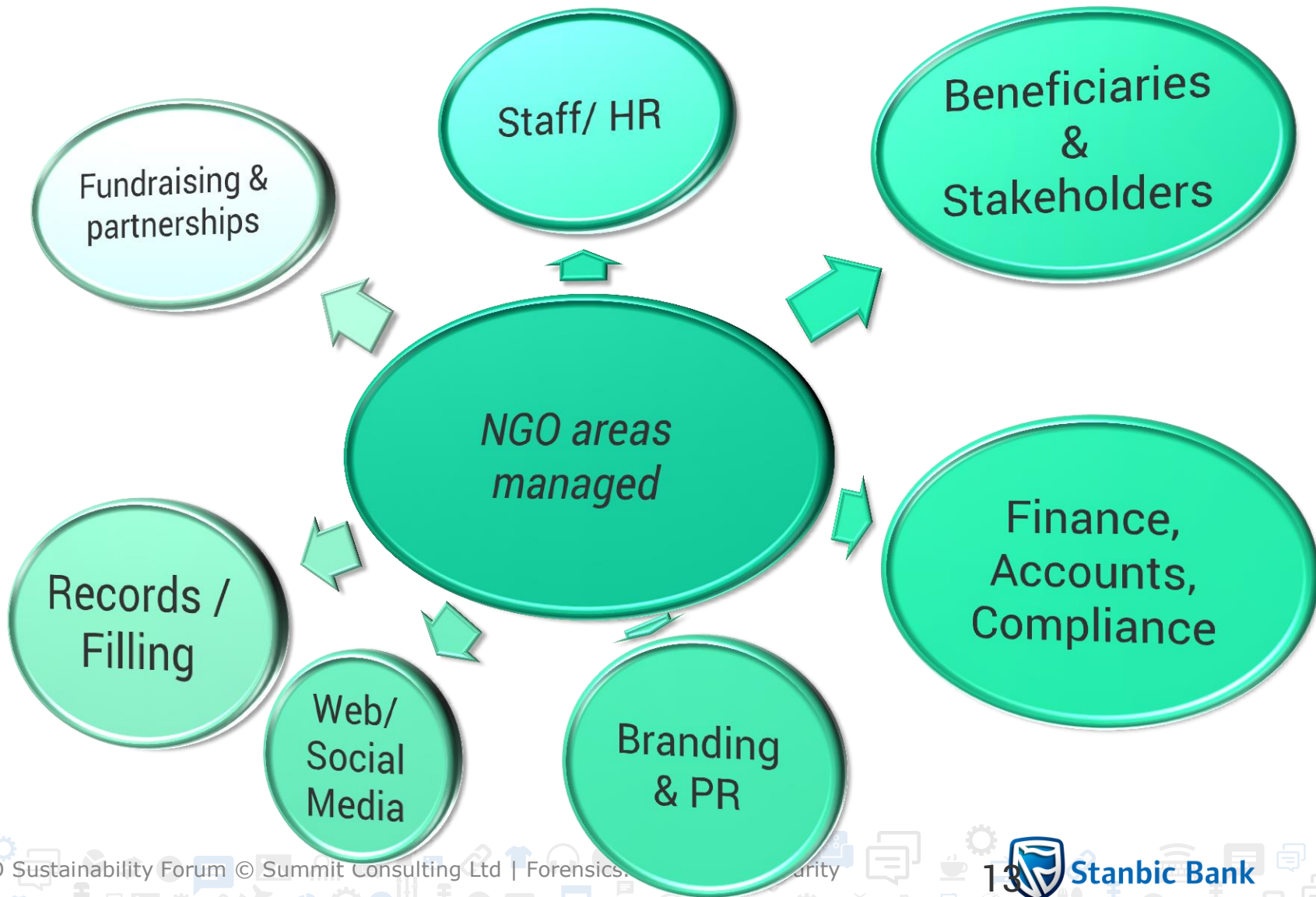
Attract.
Innovate.
Engage.
Account.

Why automate?

It is all about NGO efficiency,
compliance & growth:



Key NGO areas to automate...





Thank you 😊